

File Date Received Summary Type

PS 18-015 11-Jan-18 "BSO
ASSAULT

HARASSMENT; SEXUAL

This is in reference to a filed with file number
was having a consensual affair with while she was married to her husband,
broke off the relationship with but he has been threatening to
send photos of to her husband and was coerced to continue sexual relationship. A
number of explicit texts have been sent to the husband to prove his wife has been having an affair and
they have been from a masked phone number. is sending aggressive texts to

BSO is filing a complaint for criminal harassment.

Status: 11 Jan 2018 Verifications on going." Formal Investigation

PS 18-041 02-Feb-18 "BSO
Discreditable Conduct - On Duty - Code of Conduct

- Abuse of Authority,

On 29 JAN 2018 a Section 98 personal search was conducted by BSO Later in the lunch
room, at approximately 1745 hrs, BSO was boasting about the actions that he takes while
conducting personal searches, for example, the responses that he encourages the client to do, ""I made
him grab his balls then stick his fingers in his mouth to open it. Ahahaha. Half the times people do it, and
the other half they say something then I don't make them do it.""

STATUS: 22 FEB 2018 - Referred to PSI for formal investigation." Formal Investigation

PS 18-056 08-Feb-18 "A/Supt. -
property/Action contrary to CBSA policy.

- Loss of GOVT

On or about 20 Dec 2018, approx. \$9000 was found by a cleaner and turned into CBSA. In addition,
other items including bank books and security fobs were found at point and turned. The contents were
itemized and the pouch secured in the Secondary Superintendent's safe Sometime after
the items being secured the pouch and its contents went missing and have not been recovered. Acting
Superintendent delayed in bringing this matter to management's attention. Previously, two
other theft incidents occurred that included the disappearance of items, an iPhone and Rolex watches.
(See linked file)

STATUS: 21-JUN-2018 - Conducted conference call with region. Forwarded questions to pose to BSO

NEXT STEPS: 21-JUN-2018 - Awaiting written statement from BSO

06 June 2018 - visited PIA and met with to discuss case and view where items went missing from incl viewing cameras, etc.

15 Aug 2018 - had conf call with to advise that wanted to conduct investigation for them over next couple of weeks, prior to heading out to in mid Sept for 2 big cases. They will try to track down cleaner who turned in \$9000.00 incl names of officers who received this money and all who were on shift and had anything to do with this \$. Also sent Chief an e-mail and he touched base with me and I suggested he contact I re list of names so that they both aren not running around doing same thing.

16 Aug 2018 - received summary of events re Rolex & \$ from LR as well as sched for those involved.

" Formal Investigation

PS 18-057 08-Feb-18 "Unknown Officer" - Loss of Gov't property or Theft of Gov't Property.

On 02 Feb 2017, it was reported that a seized Rolex watch, valued at \$12460.00 CDN was stolen from the Superintendent's office vault. On 07 Feb 2017, held the watch for duties and taxes and logged the item in the BSF ledger book and placed it in the vault. The watch was awaiting payment of duties and taxes, valued at \$2323.79 and was logged at It is unclear as to when this item was stolen from the vault. Although, on 05 Apr 2017 the watch was still in the vault with payment outstanding but it was discovered in late October that the watch was no longer in the vault. Management conducted a thorough review of the vault and the watch was not located as result.

Management conducted a review of the B15's to indicate a payment for the Rolex watch, none were found. The BSF# was cross referenced with receiving/transfer log books but no movement was discovered either. Bond room checks were conducted for periods commencing 01 Sep 2017 to 27 Oct 2017 but the BSF# was not listed and documentation for prior bond checks could not be found. Both ICES and Seizure units were contacted but the item was not seized nor transferred to them either. In addition, management contacted Clerk [REDACTED] who recollected the item, a Rolex watch but never received a phone call from the importer and an UL# (Unclaimed goods) was never generated for the Rolex watch. This was also verified within the log book to make sure.

STATUS: 15 AUG- 2018 - Forwarded to PSI along with PS 18-056.

NEXT STEPS: Close file accordingly.

" Formal Investigation

PS 18-080 01-Mar-18 "PROJECT LEADER - NHQ - ASSAULT

Several incidents were reported to HQ Security regarding an aggressive employee, [REDACTED]

[REDACTED] Employee [REDACTED] was physically assaulted by [REDACTED] in the lobby of [REDACTED] on Thursday February 22, 2018.

Previous incidents involving [REDACTED] are detailed in [REDACTED] (April and June 2017).

A video of the physical altercation between [REDACTED] Manager on thursday March 1, 2018 will be hand delivered to SPSA

2018-MAR-14:

2018-MAR-13: Awaiting video footage of incident and Mailbox/Drive in excess of 16GB - due to the volume review is still ongoing

05 April 2018 - officially assigned case this date. Commenced review of docs in PSCMS and advised Lead Analyst Also sent e-mail to Director in order to ascertain if EIOD have interview rooms equipped with both audio & visual capabilities.

06 April 2018 - spoke with about using one of their interview rooms for interview with support of I

09 April 2018 - sent draft e-mail to or him to send to Also reviewed video with that has background yelling and screaming re this incident. site in order to determine angles of trajectory and view lines. and listened to interview examine occurrence

12 April 2018 - DG Notification completed by

13 April 2018 - sends DG DG Notification of formal interview advising him to either contact or have someone from Management contact at home advising of investigation, allegations known at this time and that I will be contacting him in order to arrange for interview.

16 April 2018 - Witness interviewed

17 April 2018 - Witness interviewed

Also learned this week that witness off sick with from separate incident.

18 April 2018 - Received e-mail from advising that it would be a good idea to have undergo a med evaluation in order to deem whether his fit to undergo an interview/investigation. forwarded this suggestion to for his action as he deemed fit. also inquired with I to see if anyone has reached out to to advise will be contacting him in near future to arrange for interview. also asked to be Cc'd on correspondence between Management and

19 April 2018 - Rec'd response from advising that has not been notified.

Fri 20 April & Monday 23 off on vac.

24 April 2018 - discusses suggestion re undergoing med evaluation as first step to see whether he is med fit to undergo interview. disussed with Dir I and it is deemed best to offer interview as first step.

25 April 2018 - emailed DG asking him or his Dir to e-mail today advising will be contact him shortly to sched interview.

26 April 2018 - has arraanged with visual interview room located in a non-descript bldg on for use of an audio & interview to be conducted which will be monitored by a police officer for safety due to past history re

30 April 2018 - followed up with DG asking if he or anyone from management has contacted to apprise him of investigation and notify him that I will be contacting hi. DG again asked if I could contact him directly. advised this would be done once he or Director contacted as per prev instructions last week. also copied and pasted para from DG Notification advising of procedure. requested this to be done today. also followed up with advsing that once manegement contacts and apprise him of investigation, will be able to coordinate interview room availability. acknowledges.

02 May 2018 - Rec'd e-mail (Cc'd) from DG to Manager asking her if she is comfortable contacting to apprise him of investigation and known allegation at this time and that will be contacting him. ***NOTE-THERE HAS BEEN OVER A TWO WEEK DELAY JUST WAITING FOR MANAGEMENT TO CONTACT (SEND AN E-MAIL) SO THAT I CAN SEND INTERVIEW NOTIFICATION.

05 May 2018 - EA) req file update for spread sheet. advised waiting for Management (DG to contact at home, notify him of investigation, known allegations at this time and that to expect a call from Also notified that DG has been stick handling (or not) this from end for management. Cc'd on all correspondence and advised to go through him for this type of info.

15 May 2018 - rec'd v/m from witness who has ret to work from an absence and is on off sick yesterday. advised he is in Thursday & Friday of this week at 1000hrs. ret call and left v/m for to call upon his arrival to work on Thursday 17 May 2018 and for him to consider me his first priority and to please advise both his Manager & Director of this.

17 May 2018 - asked for progress status for his spreadsheet to LR. advised interviewing today and still no progress from DG . also showed I email string with DG and forwraded email string to him at his request. ** interviewed this date at 1302-1334hrs with Investigator

22 May 2018 - implements mandatory case update mtg every Wed 23 May 2018 1030-1100hrs starting today - 27 June 2018. advised unable to attend first one due to appt. but that both aware of non-developments re this case re DG and management non contacting F yet. acknowledged.

29 May 2018 - again e-mails DG in order to ascertain if anyone has notified yet. advsied they sent him an emial on 25 May 2018 but forgot to Cc me. There are e-mails going back and forth between and his Management.

05 -08 June 2018 in re 2 other PS cases. (However, organizes interview as per next entry)

07 June 2018 - e-mailed (home e-mail) with interview notice for sched interview on Thursday, 14 June 2018 @ 1000hrs and to please respond by NLT, Tuesday, 12 June 2018 @ 1000hrs.

12 June 2018 sent ""Courtesy Reminder"" @ 0737hrs reminding him to please respond by 1000hrs this date.

12 June 2018 - Audio recorded phone to ..he conf his identity...I tell him to check email and advised call being audio recorded...he hangs up

12 June 2018 aft-email sent extending dedaline by 24 hrs after discussion with Director I

13 June 2018 1002hrs. has not ret e-mail and 1000hrs this date was ext deadline. email sent to at 1002hrs advsing his interview has been cancelled and that investigation will be concluded without his input.

" Formal Investigation

PS 18-090 06-Mar-18 "OIDP - THEFT OF FINANCIAL ITEMS

Dossier d'inconduite présumée concernant l'agent stagiaire (FB-2) de l
Le plaignant a fait une plainte officielle(sur le site internet de L'ASFC le 3 janvier 2018. Le plaignant allègue que suite à l'examen secondaire fait par l'agent-stagiaire il lui manque un montant de 700 USD. Suite à l'examen secondaire, l'ASF a rapporté avoir trouvé un montant de 100 USD appartenant au plaignant. Bien que le 100 USD ait été remboursé au plaignant ce dernier affirme toujours manquer la somme de 600 USD suite à l'examen secondaire. Plusieurs éléments circonstanciels ont été soulevés au cours de l'enquête sur la plainte. L'enregistrement vidéo de l'examen secondaire démontre plusieurs manipulations, qui demeurent inexpliquées, faites par l'ASF. L'agent a été rencontré pour donner sa version des faits suite au visionnement de l'enregistrement vidéo. Ce dernier n'a pas été en mesure d'expliquer les nombreuses manipulations (qui sont hors de la vue de la caméra) qu'il a effectué en cours d'examen. Les manipulations ont été effectués à l'endroit où se trouvait l'argent du plaignant. L'agent a rédigé un rapport narratif en indiquant ne jamais avoir manipulé l'argent du plaignant. Par contre l'enregistrement vidéo a permis de constater que l'agent a manipulé l'argent du voyageur en début d'examen.

2018-APR-06: Analysis completed. Preliminary report sent to SPSA Manager for approval of next step (regional/fomal/PerSec?)

2018-MAR-19: Management review/discussion required on the next step

2018-MAR-13: Video footage rcvd - review to be conducted

2018-MAR-06: Awaiting video footage and copie of mailbox" Formal Investigation

PS 18-096 14-Mar-18 "A/SUPT THEFT
OF GOVT PROPERTY

1. It was alleged that on Friday February 23, 2018, between approximately 9:00-11:00, A/Supt would have committed theft of Crown Assets. Specifically, he would have told a attendant that he was taking the port vehicle (large blue van that was parked on the roadway next to the chain link double gates) (Vehicle.jpg) to recycle ""used oil"" but was seen taking 2 boxes of brown plastic privacy fencing; grey tarps; and steel posts that may have been for either for the tarp or the fencing. The used oil in question for recycling was stored outside the The oil containers for recycling are kept inside the yellow bin (Oil Container 1.jpg) and are still there (Oil Container 2.jpg).

It is alleged that the items were removed from the white shed in the _____ yard and this would have likely been captured on video. It is alleged that he may have taken the items to his personal residence based on the Vehicle Log; 19 km's drive distance on the 23rd February which is exactly the driving distance return trip to his residence. (CBSA Vehicle Log Sheet.jpg).

2. It was further alleged that A/Supt _____ stole a CBSA camera (Canon Powershot ELPH 320 HS - Serial Number _____. This past Fall, staff were unable to locate the Agency's camera when they were required to photograph deficiencies in _____ that were required to be rebuilt. A/Supt had advised one of the _____ attendants _____ that they could use his personal camera, which happened to be the same type of camera as the Agency's. It is believed that the attendant threw the box away since it remained empty on his desk for a long period of time and the Agency's camera is still missing to this day.

3. Lastly, there was a general concern expressed about missing equipment over a number of years in the _____. We were informed that a Johnson 20 HP boat motor that was housed in the shed has been missing for some time and that oversight for inventory is A/Supt _____.

Suggestion to _____ to change a report concerning a _____ that attendants destroy the first report

4. The disclosure also alleged that on February 26, 2018, A/Supt _____ had a conversation with the _____ which resulted in a change to a report that concluded that would not make for a good _____ Report _____ 1.jpg). A second report was submitted by _____ that omitted this reference. Upon receipt of the second report (_____ Report _____ 2.jpg), A/Supt _____ instructed the _____ attendants, by email, to replace the first report with the second one. The nature of the relationship between A/Supt _____ and the _____ is unknown as are the reasons for the change in the report findings. In addition, A/Supt _____ was, in the past, overheard by attendants telling the _____ that they would lose business if more _____ were not certified as _____. Attachments relating to this allegations will be forwarded under separate cover due to their size.

2018-MAR-29: Teleconference held with _____ witnesses. Waiting on info.

Requested reports from all

(JPT) Parallel investigation in complaint of assault was subsequently not pursued by Some of that correspondence is part of PSI file as issues are connected.

" Formal Investigation

PS 18-104 19-Mar-18 "BSO - DISCREDITABLE CONDUCT ON DUTY

The BSO has been acquiring phone numbers from female Philippine travellers. Then he contacts them and asks them out on dates. He is always clearing the Philippine Crew members even when it's not his job. It appears that he provides preferential treatment to young female travellers over other travellers.

Status: 31 May 2018 Formal Investigation, Investigator

13 Aug 2018 - Torosian conducted conf call with and Chief Tentaively sched for week of Sept 17 to do same week. Also soliciting assistance in order to read GCMS.

14 Aug 2018 - Briefed on plans.

22 Oct 2018 - Submitted 1st Draft report to A/Mngr Nicole for review.

" Formal Investigation

PS 18-126 10-Apr-18 "Security Specialist - Atl - Misuse of Credentials, Actions contrary to CBSA mandate, policy...

On 07Apr2018 and common-law spouse CBSA employee) arrived at Immigration at Halifax Stanfield International Airport.

When they arrived, explained that she works for CBSA, and expressed frustration with being pulled aside as the good people, while there were people over there doing bad things.

Stamps from clients passport show the client has been in Canada for 321 of the past 387 days.

stated that Officer had ""treated her very well"". However, in her next sentence she then stated she should be ""getting some professional courtesy"". She also complained she was tired and was frustrated that they ""were the good guys"" and that she was ""feeling very hurt"".

Officer asked if they wanted to speak with Supervisor which they declined. _____ said she ""knew she shouldn't keep complaining because (she) was making it worse"".

Status 13Jun2018 Formal investigation. Investigator (

" Formal Investigation

PS 18-146 18-Apr-18 "OIDP - THEFT

L'agent est mentionné dans deux plaintes distinctes de passagers pour vol d'argent au secondaire.

2018-JUNE-06: report received. Awaiting management to determine if file is going formal.

2018-MAY-07: Awaiting reports from

" Formal Investigation

PS 18-172 16-May-18 "BSO - Criminal
Association, Unauthorized Disclosure

BSO (Possible Respondent) - · Criminal Association

BSO - Criminal Association

La SPVM a informé de la corruption possible de l'ASF
travaillant à Selon la SPVM, l'agent divulguerais de l'information de
l'ASF a un sujet impliqué dans le proxénétisme et la traite de personnes.

Status 28May2018 Formal investigation with I

" Formal Investigation

PS 18-186 28-May-18 "BSO I
DUTY

DISCREDITABLE CONDUCT ON

The region received a complainant letter from BSO stating has used offensive language and made disparaging remarks in the workplace regarding colleagues past and present. "
Formal Investigation

PS 18-197 08-Jun-18 "MANAGER
CONDUCT OFF DUTY; ACTIONS CONTRARY TO CBSA MANDATE/REGS/POLICY - DISCREDITABLE

The manager and her husband were returning from a vacation when they were sent to customs secondary to have their declarations verified. The manager knowingly did not report over \$6000 worth of goods. Receipts were found to prove the items were purchased on this trip. Her husband knowingly didn't declare over \$11K of goods to ""try and save some taxes since he already pays a lot in taxes and this was a one-time mistake.""" The husband asked for the seizure receipt to be made in his name only because of her job.

SMUGGLING FOUNDED - / did not declare \$10 000 worth of goods upon returning to Canada
ACTION CONTRARY TO CBSA POLICY FOUNDED / did not self disclose to management after being seized at CBSA

STATUS: 08 Jun 2018 Mailbox, personal drive, Borderware, Weblog requested." Formal Investigation

PS 18-199 11-Jun-18 "ASSOCIATE DIRECTOR -
MANAGER RIGAUD - HARASSMENT HARASSMENT

The complainant is alleging that management has refused to explain why he was the only one subjected to this forced transfer (Use of Force to OITP program). informed the Union Rep that the reason he was not allowed to return to work and the removal of his defensive equipment, was because he had taken leave. However, the email sent from and later a note from stated that he could not return to work due to the he was and this was also the reason for the removal of my defensive equipment.

This appears to be related to PS17-437.

STATUS: Formal investigation, investigator

October 22, 2018: Re-assigned to investigator

" Formal Investigation

PS 18-217 21-Jun-18 "A/SENIOR PROGRAM OFFICER
HARASSMENT, DISCREDITABLE CONDUCT

Two employees have come forward with accusations of inappropriate behavior (sexual in nature) made towards them by

Status: 28Jun208 (Formal investigation with " Formal Investigation

PS 18-264 24-Jul-18 HARASSMENT

A complaint has come in from regarding various interactions with The interactions vary from her receiving sticky notes saying ""say hi to "", email saying ""you're welcome "", email asking her to be thankful for him. touches her back, arm, puts hand on her back. He followed her and another co-worker to her condo and invited himself in as he had never seen it before.

STATUS: 24 July 2018 Formal Investigator TBD" Formal Investigation

PS 18-265 25-Jul-18 "TARGETER ACTIONS CONTRARY
TO CBSA MANDATE/POLICY/REGS

File opened with respect to the USB issue along with messages posted on facebook messenger (linked to PS 18-223 & PS 18-214)

2018-OCT-03: Preliminary assessment completed. File is going formal. Meeting scheduled for OCT 4 with the region to discuss prelim results and to indicate a formal investigation is being launched.

04 Oct 2018 - assigned me the file via e-mail. I advised a potential conflict of interest or perception. assessed and advised I can still proceed.

05 Oct 2018 - I had mtg with [REDACTED] in morning to further explain circumstances. [REDACTED] deemed I could still carry file. [REDACTED] and I had mtg with DSO/DG [REDACTED] immediately following our mtg. DG felt I still may be able to do file but that he was not deciding then.

09 Oct 2018 - I briefed [REDACTED] verbally as she is acting for [REDACTED] for 3 weeks and so that she is in the loop and advised DSO/DG [REDACTED] aware and was I am awaiting further direction.

11 Oct 2018 - I provided weekly update and articulated in detail about my disclosure.

15 Oct 2018 - [REDACTED] inquired with me if she should follow up with [REDACTED]. I advised maybe she can or should but her call as she is acting.

16 Oct 2018 - [REDACTED] came into my office and we discussed. [REDACTED] feels that I can still do file but that he will confirm with [REDACTED] as he is out east all week. [REDACTED] will discuss with [REDACTED] on Thursday.

19 Oct 2018 - I receive e-mail from [REDACTED] and Cc [REDACTED] that he has spoken with [REDACTED] and all agree I can do this file.

22 Oct 2018 - I replied to [REDACTED] e-mail in the morning @ 0744hrs acknowledging and will proceed as directed. 1300-1430hrs I change status of file in PSCMS and performed initial cursory review of docs attached to this file in order to determine circumstances. I 'believe' it has something to do with accessing her husband's WSIB forms and posting on Facebook but will conf with [REDACTED] tomorrow.

23 Oct 2018 - received a request for more info from DG re PS 18-056 early in the morning. Requested me to provide a rationale for him. Worked all day on rationale and will need tomorrow as well. Spoke to [REDACTED] end of day today re getting together tomorrow as she indicated she also has a binder with info. We agree to hook up tomorrow.

24 Oct 2018 - Con't to work on rationale for [REDACTED] for DG until 1115hrs. E-mailed Rationale at 1117hrs. [REDACTED] busy

25 Oct 2018 - Provided [REDACTED] who's acting for [REDACTED] with weekly update. Disclosed additional/recent info pertaining to [REDACTED] forwarded info to [REDACTED] who noted. Also received call

from at approx 0815hrs re DG wondering what timeframes for investigation. advised that wanted to provide update first to prior to providing timeline.

26 Oct 2018 - Examined evidence majority of day as off next 2 weeks on vac. We discuss all evidence provided by and various possibilities. We also discuss sitting in on interview as she has intimate knowledge of case and linked cases and knows virtually NOTHING about social media and in this case Facebook Messenger. We also attempt to discern info on computer screen photos taken by

29 Oct 2018 - starts to work on Mandate and Investigation Plan. discuss about getting Mandate letter done possibly tomorrow morn.

30 Oct 2018 - off for two (2) hours CT 0930-1130hrs submitted and approved last week. Mandatory Town Hall 1300-1430 so not able to work on Mandate letter.

31 Oct 2018 - advises that we will sit down today and work on Mandate Letter. reviewing binder of evidence trying to figure out texting messages.

01 Nov 2018 - had final interview to conduct for PS 18-104 and finish off that report. Submitted MANDATE letter to

02 Nov 2018 -

" Formal Investigation

PS 18-284 07-Aug-18 "BSO

Actions contrary to CBSA mandate, policy, regs / Conflict of interest / Preferential treatment / Discreditable conduct off-duty

Le 03Aaug2018 deux ASF vérifiaient les documents de passagers à bord d'un appareil à

L'agent n'étant pas en devoir est monté dans l'appareil afin de signifier aux agents que les passagers sont conformes et relâchés en ce qui a trait aux formalités d'immigration. Par la suite, il a montré son insigne aux agents et indiqué qu'il travaille comme ASF à l'aéroport au CSTA.

Status: Formal investigation. Investigator

" Formal Investigation

PS 18-289 08-Aug-18 "BSO
SEXUAL ASSAULT

BSO alleged that on Monday, July 23rd BSO hugged her from behind and groped her breasts. This incident took place while both officers were on duty, in uniform, working in the secondary examination area of BBTCA.

Status: 10Sep2018 Formal investigation, is the assigned investigator.

Final Report issued on January 7, 2019. Allegation founded. File closed.

21Jun2019 DG Closure notice from LR received. Allegation founded.

" Formal Investigation

PS 18-297 09-Aug-18 "BSO Conflict of Interest - Bribery -
Facilitation

On 08 Aug 2018, BSO processed for a secondary exam. During that examination of his vehicle he observed two CIBC bank statements that included e-transfer for \$500.00 from BSO The BSO conducted an examination of the traveller's cell phone to observe a long conversation with BSO that included an exchange about possible immigration facilitation through the issuing of work permits and that he is accepting bribes to do so. He

mentions three other people in the text conversation but only first names, a women he is dating and consulting on immigration questions or sending clients to for clarification.

STATUS: 30 NOV 2018 - Forward to PSI.

NEXT STEPS: Formal investigation - Assigned

" Formal Investigation

PS 18-345 21-Sep-18 "ASF AGGRESSION SEXUELLE

Une ASF indique avoir été victime d'agression sexuelle de la part de ASF ' dans le milieu de travail il y a un peu plus de 10 ans. La présumée victime ira porter plainte à la SQ.

La région demande une enquête effectuée par les normes professionnelles.

Status: 04Oct2018 Employé e congé jusqu'au 26Nov2018.

14Nov2018 DG Enquête formelle avec I

" Formal Investigation

PS 18-350 28-Sep-18 "BSO SEXUAL ASSAULT

On 2019-09-23, BSO reported to an allegation of sexual assault against BSO. The incident allegedly occurred on 2018-09-15 at a by BSO for a going away for a work colleague. Police will be taking the lead on this investigation. BSO is not aware of the accusations made against him at this time. The two individuals will be separated while the investigation is underway.

2018-OCT-01: Waiting on reports/additional info from
on this investigation." Formal Investigation

Police will be taking the lead

PS 18-359 09-Oct-18 "

Information received from PER SEC Investigator : ""During the course of the
information was received from a FINTRAC disclosure which reported financial activity
pertaining to In the report, two financial transactions for totaling
\$15,531.00 CAD were noted through . On August 9, 2017,
received payments from slot jackpots (which are pay outs) and was paid out in cash at the
in two financial transactions of \$5,903.00 and \$9,628.00. "" [Summary]

PSI to look into financial transactions.

Allegation unfounded. file closed." Formal Investigation

PS 18-396 01-Nov-18 "FACILITIES OFFICER SEXUAL
HARASSMENT

It is alleged has sexually harassed a number of employees by making
sexually suggestive comments and by touching and kissing employees in an unwanted and suggestive
manner. The RDG prepared a ""mandate letter"" requesting an investigation and the specific allegations
are contained within.

Note: has been on and is expected to return
Upon her return, management will inform her she is being administratively suspended pending
an investigation

" Formal Investigation

PS 18-442 14-Dec-18 "BSO NEGLECT OF DUTY

BSO is alleged to have deleted emails pertaining to an ATIP request she received shortly after
reading the ATIP email.

The region requests to secure her electronic databases to determine if the alleged violation did occur.

STATUS: 2019-07-18 File referred to PSI" Formal Investigation
PS 18-452 20-Dec-18 "ASF AGGRESSION SEXUELLE

ASF a été étudiante en poste à résidence privée d'un autre employé ASF de surintendante à son arrivé au travail lundi le 17 décembre et a divulgué copie des de communiquer directement out indirectement avec la victime alléguée. La victime alléguée est une ASF L'incident aurait eu lieu pendant une fête dane une . ASK a rencontré la via la victime alléguée. Une doit s'abtenir

2019-MAY-06: Court date - ' Formal Investigation
PS 19-022 28-Jan-19 "ADJOINTE AUX AUDIENCES CONFLIT D'INTÉRETS

Mme est la soeur de trois personnes qui font présentement l'objet d'un appel à la section d'appel de l'immigration (SAI) de la Commission de l'immigration et du statut de réfugiés (CISR). Mme travaille sur une équipe qui présente des dossiers devant la SAI.

Mme n'aurait pas divulgué son lien de parenté avec des appellants, n'aurait pas divulgué le fait que ses deux frères avaient été condamnés au criminel, et aurait intervenue dans au moins un des dossiers en question. Elle a aussi possiblement consulté les dossiers des deux autres personnes.

2019-MAY-24: Prelim report with recommendation submitted to SPSA Manager for approval.

2019-FEB-19: Ongoing preliminary verifications (audits/open source)

2019-JAN-28: Prelim commenced" Formal Investigation
PS 19-034 04-Feb-19 "OIDP SEXUAL ASSAULT

SBBO alleges that on 2019-02-01 BSO touched her inappropriately, made several unwelcome sexual comments, and followed her into her locker area to watch her change.

SBSO has so far declined to file a police report. File discussed at 2019-02-04 PSI meeting and will likely go formal. DG to speak with

Status 12Feb2019 DG will courier to us the YYC and CBSA CCTV Footages.

14Feb2019 DG File transferred to PSI." Formal Investigation

PS 19-035 06-Feb-19 "BSOs ACTION CONTRARY TO
MANDATE/POLICY/REGS & DISCREDITABLE CONDUCT ON DUTY

BSO allegedly took a photo of a traveler's phone contact list with her personal cell phone during an exam. She then allegedly forwarded the image to 4 other people.

The region can handle this locally. " Formal Investigation

PS 19-038 07-Feb-19 "Supt.
Harrassment

BSO lodged formal harrassment complaint against subjects via RDG who has accepted same and submitted a Mandate to PSI for formal investigation" Formal investigation

PS 19-051 28-Feb-19 "BSO'S
FRAUD AGAINST CBSA

It is alleged that these employees have submitted fraudulent First-Aid certificates. The company that would have delivered the training in question has indicated the the certificates provided are not valid for the dates indicated.

2019-JUN-04: Decision rendered - file to go formal - assigned to investigator

2019-MAY-30: Please advise region once determination is made way forward (formal investigation or returning file back to the region?)

2019-MAY-14: Analyst report submitted to Manager SPSA. Recommendation for file to proceed to a formal investigation. Waiting on Management decision for next step.

2019-MAY-08: Prelim completed. Analysis report to be submitted. File can be returned back to the region to proceed with fact finding.

2019-MAR-28: Ongoing prelim.

2019-FEB-28: Ongoing prelim

" Formal Investigation

PS 19-080 20-Mar-19 "ISTB . [ISTB) - MISUSE OF CBSA SYSTEMS
(PRIVACY BREACH)

The employee has informed her management that she went into GCMS to review the file of her boyfriend.

STATUS:

29 Apr 2019: Transferred to PSI formal.

16 Apr 2019: complete audit results received, analyzed and identified multiple breaches." Formal Investigation

PS 19-120 03-May-19 "BSO . MISCONDUCT ON DUTY

BSO is alleged to have:

- deleted emails after the receipt of an ATIP request;
- sent CBSA communication (sensitive information) to her home address;
- failed to release all information / documents in response to ATIP requests

Status: 2019-07-18: file referred to PSI" Formal Investigation

PS 19-147 27-May-19 "BSO MISUSE OF CPIC (potential for additional allegations)

BSO is alleged to a misused CPIC to verify the license plate of an RCMP vehicle. This RCMP vehicle did not cross the border on the date in question.

2019-JUN-25: Waiting on additional audit verification results. (CPIC - additional verification for relatives and all queries for 2019-MAY-21 to cross reference)

2019-JUN-05: Ongoing prelim verifications. Awaiting audits CPIC and mailbox/personal drive request. "
Formal Investigation

PS 19-184 25-Jun-19 "IEO SEXUAL HARASSMENT

IEO IEO - SEXUAL HARASSMENT

Two Student clerks have submitted allegations of sexual harassment / harassment against IEO and IEO. The allegations include slapping the student clerks bums on duty and off duty, inappropriate touching, excessive messaging and inappropriate comments.

Following the initial referral the two respondents were added to the same file. Upon further review the respondents have been separated into two files PS 19-184 and PS 19-200

see cross ref file PS 19-200" Formal Investigation

PS 19-220 12-Jul-19 "BSO ABUSE OF AUTHORITY;
CONFLICT OF INTEREST; MISUSE OF CREDENTIALS; MISUSE OF GOVERNMENT PROPERTY

Two employees of the Commercial Operations District (COD), observed a marked CBSA vehicle (new white Jeep Cherokee) parked outside the warehouse. They did not recognize the vehicle as belonging to the COD. They pulled their vehicle along side the marked white Jeep Cherokee and observed BSO exiting the warehouse. BSO was in uniform and not wearing his defensive equipment; he admitted he was at checking into his wife's shipment.

BSO had entered the bonded warehouse and may have been able to convince the forklift driver to retrieve his wife's shipment. It is not known if BSO opened or removed any of the contents of the shipment. BSO is alleged to have visited on more than one occasion in search of his wife's shipment within the past week to ten days.

BSO was accompanied by another Officer who remained in the Jeep Cherokee. That other officer has not been yet been identified.

STATUS:

26 Sep 2019: file referred to PSI.

19 Sep 2019: forwarded ACROSS audit results to SPSA manager and region. Also need to decide if this goes formal or regional. Region waiting for our decision.

13 Sep 2019: requested ACROSS Audit" Formal Investigation

PS 19-230 18-Jul-19 "DIRECTOR ABUSE OF AUTHORITY

An allegation was received that Director [REDACTED] requested that an employee who was leaving (changing jobs) give her her parking pass.

Status: 06Aug2019 DG Mailboxes reviewed and two emails related to parking were found.

07Aug2019 DG File transferred to PSI.

" Formal Investigation

PS 19-233 23-Jul-19 ' ACTIONS CONTRARY TO CBSA MANDATE,
POLICY AND REGS

Allegation received that states: [REDACTED] approached [REDACTED] and told her that [REDACTED] could take over her parking spot and they (the office downstairs) wouldn't know about it. [REDACTED] later told me she was scared to say no, so she said ok. [REDACTED] proceeded to call downstairs from [REDACTED] phone in case they had questions, pretending to be [REDACTED] and gave [REDACTED] credit card information saying it was a replacement card. When asked if the name on the card was the same [REDACTED] said yes.

Status: 06Aug2019 DG Mailbox reviewed and no emails related to parking were found.

07Aug2019 DG Transferred to PSI.

" Formal Investigation

PS 19-255 07-Aug-19 " BSO - INTIMIDATION/DISCREDITABLE CONDUCT -
ON DUTY

A complaint was received from a member of the public that indicated that BSO behaviour while interviewing the travellers was inappropriate, that he did not allow the travellers to process in their preferred official language, French and that they felt intimidated by his condescending, angry and unprofessional actions during the exchange at IPIL.

STATUS: 12AUG2019 - File transferred to PSI. Investigator assigned." Formal Investigation
PS 19-284 26-Aug-19 "Supt - Discreditable
conduct off duty

Regions received a proactive IFS relating to
against a Superintendent in relation to alleged off-duty conduct - pointing a firearm
and child endangerment.

Status: November 7, 2019 - File to be referred to PSI

12Nov2019 DG Formal investigation sent to " Formal Investigation
PS 19-292 03-Sep-19 "BSO . INTIMIDATION AND DISCREDITABLE
CONDUCT ON DUTY

has been working as a Border Services Officer at since
2014. Since then, several staff have reported to management their concerns about her behaviour and local management has forwarded the concerns up to their superiors and labour relations. Some examples of her behavior since she returned to in 2014 are: yelling, rude comments (verbally and written), targeting, intimidation, spreading rumours, gossiping, whispering, deliberate social exclusion, withholding required information, intruding on a person's privacy by pestering, criticising management's work, belittling management's opinions and incessant serious allegations of harassment and discrimination." Formal Investigation

PS 19-302 09-Sep-19 "Chief Abuse of Authority

SOR is requesting that PSI undertake an investigation to assess the reported intervention of CBSA's immigration processing of a client by Chief of Operations

It is not known what is the nature of the relationship between Chief

however, it is speculated that he may be the brother of Chief |
fiancé. A review of GCMS processing/email traffic for Chief | is requested.

STATUS:

16 Oct 2019: submitted SPSA analysis report for PSI referal.

18 Sep 2019: received GCMS audit results - User | accessed both | files on numerous occasions between 2013 and 2019.

13 Sep: requested GCMS Audit

09-12 Sep 2019: requested, obtained and searched mailbox and H:\drive - results are attached." Formal Investigation

PS 19-303 09-Sep-19 "BSO DISCREDITABLE CONDUCT OFF DUTY

Attached is a Border Watch Line | tip alleging the involvement of BSO |
alleging her active involvement in immigration fraud (citizenship/benefit/status).

STATUS: Wtg approval. Recommending PSI Investigation" Formal Investigation

PS 19-334 27-Sep-19 "A/MGR ACTION CONTRARY TO CBSA
MANDATE/POLICY/REGS

- MISUSE OF PROPERTY/ASSETS

A/Manager | went to his Director and disclosed he had a member from his community pose as himself to the Public Service Commission in order to take

official language test. | gave the individual his CBSA Identification card and driver's license.

STATUS: Transferred to PSI" Formal Investigation

PS 19-335 27-Sep-19 "BSO UNAUTHORIZED
DISCLOSURE

Une carte SIM a été retrouvé à ' avec photos de dossiers ASFC, échange de courriels sur passage clandestin et autres infos.

Status: 14Jan2020 DG Rapport d'analyse envoyé a " Formal Investigation
PS 19-359 18-Oct-19 "Sup ABUSE OF AUTHORITY

Information received that Sup may have abused his position/authority to facilitate the issuance of a TRP.

Status: 2019-11-22 File referred to PSI" Formal Investigation
PS 19-402 13-Nov-19 "UNKNOWN - - ACTIONS CONTRARY TO CBSA MANDATE POLICY
REGS / THEFT OF ASSETS/INFORMATION - PUBLIC

""Further to discussions with your shop earlier this morning, attached, please find the duly completed reflecting the allegations raised to Acting Director
Acting Superintendent

STATUS:

20 Nov 2019: file transferred by SPSA manager for formal investigation (e-mail attached)." Formal Investigation

PS 18-002 02-Jan-18 "BSO NEGLECT OF DUTY

The BSO missed sending a lookout in for examination. The BSO is currently on an Action Plan for a similar incident that occurred within the past year.

Status: FOUNDED" Regional Investigation

PS 18-004 02-Jan-18 "BSO - NEGLECT OF DUTY

Missed lookout by an employee in Calgary. This appears to be the 4th missed lookout (actionable warrant). Subject had 4 outstanding warrants for impaired driving. Warrant outstanding for 7 years.

2018-FEB-08: Ongoing prelim. Review to be conducted on the previous names of missed lookouts.

" Regional Investigation

PS 18-005 03-Jan-18 "STUDENT BSO
INTEREST CONFLICT OF

An invitation letter written by Student BSO , for her boyfriend who is a
Attached to the letter was a copy of her CBSA ID card.

2018-JUNE-08: Sent email to the region for disposition.

2018-JAN-17: Waiting on region to provide copy of K26.

2018-FEB-16: Region to obtain copy of K26 and conduct fact finding

" Regional Investigation

PS 18-007 03-Jan-18 "BSO - Misuse of IT Systems

Le 20Dec2017 l'agent a envoyé des commentaires inappropriés adressés à un collègue par le biais du réseau électronique de l'agence.

Status: 03Jan2018 Le dossier est avec | du début à la conclusion.

20Aug2018 a envoyé un courriel de fermeture de dossier, allégation fondée."
Regional Investigation

PS 18-010 09-Jan-18 "Enforcement Assistant Misuse of IT
Systems

Received referral from applied for SBSO process and was subjected to an Integrity Interview. During the interview, she disclosed that she had conducted queries on herself and names of family members in GCMS & NCMS.

STATUS : waiting for final disposition from region." Regional Investigation
PS 18-011 09-Jan-18 "BSO Discreditable Conduct On-Duty.
A/Chief Discreditable Conduct On-Duty.

SPSA received information related to an argument between two employees.

Status: 09Jan2017 Regional file.

04Apr2018 Received closure notice. File closed today, disposition founded." Regional Investigation
PS 18-012 10-Jan-18 "BSO DISCREDITABLE CONDUCT
OFF DUTY

The BSO was seeking entry to the USA, when the primary officer asked for a second piece of identification was reluctant to provide one. The BSO then produced his badge and stated his wallet is just setup that way and that he did not mean to display his badge. Eventually he provided his drivers licence. In secondary the could over hear him in the office and he was not acting professionally with her officers (condescending tone & delay in replying to questions).

Status: 07 Mar 2018 FOUNDED" Regional Investigation
PS 18-013 11-Jan-18 "BSO : ACTION CONTRARY TO
CBSA POLICY

has identified a situation whereby a BSO was paid twice for the same statutory holiday (Victoria Day). The BSO recorded time worked for the same holiday under two (2) different cost centres (QBT and QBC

" Regional Investigation

PS 18-014 11-Jan-18 "CHIEF FRAUD
AGAINST CBSA

CHIEF FRAUD AGAINST CBSA

This is in regards to a selection process which Chief and Chief were the board members. The allegations in an email sent to the EVP was that Chief had provided questions in advance to some candidates which gave an unfair advantage to others.

Status: 05Mar2018 GUINDON File closed, Disposition unfounded." Regional Investigation

PS 18-016 15-Jan-18 "BSO & BSO
Action contrary to CBSA mandate, policy, regs.

SPSA received referral in regards to an alleged argument between BSO and BSO
Since BSO is a Union representative, BSO asked him to represent him in a separate matter. The officers began arguing in front of clients after BSO refused to represent BSO since he did not agree with him. BSO allegedly made disrespectful and inappropriate comments and BSO began yelling at BSO

STATUS : waiting for disposition from Regional Investigation

18Apr2018 responded that the File is closed, disposition founded.

" Regional Investigation

PS 18-017 15-Jan-18 "BSO - INSUBORDINATION

BSO refused to attend a mandatory training session. Region will handle the matter locally.

2018-JAN-18: regional file

" Regional Investigation

PS 18-018 16-Jan-18 "BSO - - Neglect of duty.

Le 11jan2018 l'agent aurait oublié de mettre dans son DASCO un de ses chargeurs contenant 17 balles de son arme à feu de service de l'ASFC.

Status: 17Jan2018 Dossier avec du début a la fin.
18May2018 Allégation fondée, dossier fermé." Regional Investigation
PS 18-021 18-Jan-18 "Regional Programs Officer - - MIsuse of IT systems.

On or about December 5, 2017, Ms. ex-husband wrote to the Minister alleging Ms. was harassing and threatening him [Mr. and that Ms. had ""...used her position and government resources to access my [the respondent's] personal information and private affairs."". This letter was forwarded to the Regional Director General's Office on January 16, 2018. The complaint letter suggests that Mr. concern may be primarily surrounded around information related to his income.

STATUS: 31 JAN 2018 - Unfounded " Regional Investigation
PS 18-023 18-Jan-18 "BSO - Neglect of duty

On 13 JAN 2018, BSO failed to lock his DASCO locker at the end of his shift that contains his firearm, OC Spray, Baton, and three magazines, although his firearm was cable locked.

STATUS: 18 JAN 2018 - Region has sent a notification to BSO in writing stating that this incident will be dealt with by the Region." Regional Investigation
PS 18-027 22-Jan-18 "A/SUPT SELF DISCLOSURE

Employee reported that family members have informed her that they suspect her relative may be in possession of a prohibited firearm and may have purchased two vehicles, which has been uninsured and is being stored.

2018-JAN-24: File ongoing

2018-FEB-22: Awaiting information from ie: discussion with IO (list of names)

2018-MAR-08: Awaiting CPIC Audit Request

2018-MAR-09: Negative CPIC Results. No misconduct identified. PerSec already has a file active on this individual therefore file is referred to PerSec to proceed from their end. " Regional Investigation

PS 18-029 22-Jan-18 "BSO ACTIONS CONTRARY TO CBSA
MANDATE/POLICY/REG

Received referral from re: allegations of misconduct; BSO would have accepted gifts
destined to her and BSO from a Passenger (American resident).

STATUS 10May2018 File closed, disposition founded.

" Regional Investigation

PS 18-031 25-Jan-18 "BSO UNAUTHORIZED
COMMENTS

On 25Jan2018, SPSA received info that on 19Jan2018 Officer made the decision to issue an
Allowed to Leave to a foreign national, who originated in The Officer alleged that she
would not leave by the date of her authorized stay due to this fact, as she would most likely give birth
while in Canada. The client was to return on Saturday to travel back to on the outbound
London flight.

Officer had a different opinion on the next morning and they argued over the situation in
an unacceptable way. Officer Estabrooks would have made unacceptable comments.

Status: 13Jun2018 Tan sent closure notice. The allegation was founded and file is closed."

Regional Investigation

PS 18-032 26-Jan-18 "BSO ACTIONS CONTRARY TO
CBSA MANDATE

Information regarding potential security policy/procedure violation regarding the use of a personal USB key, used in scanning / copying documents. Reported by 3 different employees.

Status: 02Feb2018 File closed, Disposition founded.

" Regional Investigation

PS 18-033 26-Jan-18 "BSO · NEGLECT OF DUTY

Information on a missed lookout through the port of on 26Dec2017.
was travelling with an passport.

Status: 05Apr2018 Left a phone message with for ICS audit report clarifications.

06Apr2018 File closed, Disposition Founded." Regional Investigation

PS 18-035 31-Jan-18 "BSO FALSIFICATION OF
DOCUMENTS

Local management reported that BSO would have allegedly provided falsified medical information to her superintendent (covering up portions of the letter from her doctor in regards to the arming training and her ability to participate) thus willfully trying to deceive her employer.

STATUS: FOUNDED" Regional Investigation

PS 18-036 31-Jan-18 "BSO · MISUSE OF IT SYSTEMS

BSO is alleged to have misused the CBSA Electronic Network on 25Jan2018 when he sent an email on the CBSA network, to CBSA colleagues with content that displays disrespectful and disparaging remarks believed to be about other colleagues and an incident that took place the night before.

Status: 14May2018 GUINDON File closed, Disposition Founded." Regional Investigation

PS 18-037 31-Jan-18 "BSO ABUSE OF AUTHORITY

On or about October 31, 2017, while on leave, Border Services Officer [BSO] identified himself as a CBSA employee to personnel in the airport in in order to assist with the determination as to whether a passenger attempting to travel to Canada was using fraudulent documents.

BSO advised management upon his return to duty of these events. It was management's view that by his actions, BSO may have exceeded his authority, put the Agency's reputation in jeopardy and violated Part D Sections 4 (Private, Off-Duty Conduct and Outside Activities) and 12 (Neglect of Duty) of the CBSA Code of Conduct.

Attached, you will find a duly completed BSF773 dating back to November 15, 2017. It has recently come to our attention that while it was completed, the form was not forwarded to your attention. This notwithstanding, district management has met with the employee, completed its fact-finding meeting and is prepared to render a disciplinary sanction.

2018-JAN-31: Regional file. " Regional Investigation

PS 18-038 31-Jan-18 "SUPERINTENDENT Neglect of Duty

On December 13th at 18:27 Superintendent when he unhooked at the end of his shift, he walked out of the arming room and left his key stuck in his Dasco slot with door wide open, however his cable lock was completely intact. A few minutes later, BSO discovered the Dasco unlocked and immediately locked the Dasco and took Superintendent keys home with her until she returned them to him the following day. Before BSO left work she texted Superintendent to advise him of the incident. Superintendent then immediately notified his Chief.

STATUS: 1 FEB 2018 - Neglect of Duty - Founded" Regional Investigation

PS 18-039 01-Feb-18 "BSO - Neglect of Duty

BSO was observed sleeping during his shifts as well as neglecting to perform his full duties. The BSOs brought to management that BSO does not refer vehicles for secondary, does not do full examination of vehicles as well as does not do proper Immigration process.

Status: 02Feb2018 GUINDON File with Demers-Doiron from start to conclusion.

03Apr2018 File closed, disposition unfounded." Regional Investigation

PS 18-040 01-Feb-18 "BSO UNAUTHORIZED
DISCLOSURE

It is alleged that BSO at POE Edmonton shared NCIC/CPIC documents with a traveler who was being processed in the secondary examination area.

2018-SEPT-27: Waiting on fact finding from the region - email from Ken McCarthy to the region on February 2.

" Regional Investigation

PS 18-042 02-Feb-18 "BSO
CBSA POLICY ACTION CONTRARY TO

BSO conducted an Improper detention of a traveller. The information is related to an outstanding warrant for a traffic safety matter.

2018-FEB-28: Awaiting concurrence from Manager on recommendation to return file to the region to proceed locally.

2018-FEB-05: Fact finding has been completed and submitted by the region. " Regional Investigation
PS 18-043 02-Feb-18 "BSO CONFLICT OF INTEREST

Separate file being opened for second allegation of employee misconduct. During the initial interview into PS 18-042 (improper detention of a traveller) a concern regarding conflict of interest also arose. The issue pertaining to conflict of interest had previously been raised. This had been previously reported and logged under PS 16-252.

2018-MAR-05: Concurrence received on recommendation to proceed with transferring file to the region.

2018-MAR-01: Submitted prelim analysis and recommendation to SPSA Manager. Awaiting concurrence to transfer file back to the region.

2018-FEB-22: Mailbox/personal drive review ongoing due to the size (4GB)" Regional Investigation
PS 18-044 06-Feb-18 "BSO - HARASSMENT; MISUSE OF
GCMS During an interview in relation to an IRPA violation. The complainant told the IEO that BSO had a romantic relationship with her (complainant). She alleges after their break up stalked her and he used the systems and databases available to him to learn of her whereabouts and employment.

Status: UNFOUNDED" Regional Investigation

PS 18-045 06-Feb-18 "BSO - Conflict of interest / Neglect of duty.

On 03 Feb 2018 at approx. 1515 hrs, Supt. observed BSO provide preferential treatment to his neighbor for a declaration of \$265.00. BSO proceeded to throw out the E67 slip that stated ""B15-Purse"" with the plate number BWWC 920.

STATUS: 18 APR 2018 - Neglect of Duty - Founded " Regional Investigation

PS 18-046 07-Feb-18 "BSO - - Harassment and
intimidation (as per CBSA Code of conduct).

Depuis août 2017 aurait fait plusieurs commentaires inappropriés au sujet de la femme de

Status: 12Feb2018 File with from start to conclusion.

23Apr2018 at 1653 m'informe que le dossier est clos et non-concluant."
Regional Investigation

PS 18-048 07-Feb-18 "BSO - NEGLECT OF DUTY & ACTION
CONTRARY TO CBSA POLICY

Allegation of misconduct concerning Border Services Officer [BSO] an employee with

On or about December 8, 2017, for a two hour period, while on overtime, BSO was observed by ignoring the x-ray display to which he was assigned and watching content on his personal phone instead. The parcels being put through the x-ray at the time originated from which is At the time there were no CBSA supervisors/superintendents scheduled for duty.

2018-JUNE-08: Sent email to the region for disposition.

2018-MAY-18: Sent email to SPSA Manager to request disposition from the region at their monthly case file meeting scheduled for May 23.

2018-JUN-11 INCONCLUSIVE

" Regional Investigation

PS 18-049 07-Feb-18 "BSO -
ON DUTY The BSO works for the .

- DISCREDITABLE CONDUCT
which provides information to the
The communication between the

agent and the ACSC BSO quickly escalated to a rude confrontation, the BSO raising his voice, stating the agent was ""Pissing him off"", interrupting the agent repeatedly when he tried to explain the nature of the passengers situation, refusing to hear the agent, misunderstanding the case at hand therefore giving the agent incorrect direction, telling the agent not to call the ACSC again, resulted in a legitimate traveller being denied boarding.

Status: FOUNDED" Regional Investigation

PS 18-052 08-Feb-18 "BSO -

- Neglect of duty.

On 19 Jan 2018 at approx. 1205 hrs, BSO failed to process a lookout located at primary. While in a meeting with Supt. and Supervisor of Training & Learning,

was in the vehicle that BSO had cleared through primary without a referral to secondary. BSO failed to process everyone in the vehicle only noticing three women and not even obtaining documentation from the subject, a male with a beard. In addition, BSO did not enter all the travellers data into the system which resulted in only one individual being processed in ICS or ICES results.

STATUS: 20-APR-2018 - Neglect of Duty - Founded" Regional Investigation

PS 18-053 08-Feb-18 "Manager - Inland enforcement Officer
- Inland enforcement Officer - Fraud (falsifying time sheets) / misuse of credentials / misuse of CBSA Assets.

Incoming referral following complaint (anonymous letter) alleging that above employees have been involved in falsifying time sheets, using badge and position to avoid distracted driving ticket, using special passports at land border and/or using CBSA vehicles for personal use.

STATUS: 18-MAR-2019 - Close file accordingly.

NEXT STEPS:

" Regional Investigation

PS 18-054 08-Feb-18 "BSO -
CONDUCT OFF DUTY & CONFLICT OF INTEREST - DISCREDITABLE

BSO [REDACTED] is an employee with our [REDACTED] and the attached BSF773 details allegations made by an employee of the Canada Post Corporation [CPC]. The CPC employee's concerns arise out of dealings she had with BSO [REDACTED] in his outside employment as a [REDACTED]. The breakdown of the business relationship made its way into the workplace with the CPC employee making allegations of harassment against BSO [REDACTED] as well as negative comments about her, to other CPC employees. In addition, the CPC employee [complainant] maintains BSO [REDACTED] is withholding money that belongs to her and is abusing his authority.

Given that BSO [REDACTED] outside employment has not been reported, we are seeking your assistance in determining if Officer [REDACTED] has utilized his work email to conduct non-CBSA business related to the referenced outside employment.

2018-OCT-17: File is still ongoing with the region.

2018-JUNE-06: The employee has informed his manager that his ex-business partner had gone to a [REDACTED]
As such, the police is not involved.
employee was [REDACTED]

2018-MAY-31: Employee returned to work May 28. from LR will inquire as to the status of the fact finding as well as request info on charges.

2018-MAY-18: Sent email to SPSA Manager to request update from the region at their monthly case file meeting scheduled for May 23.

2018-APR-06: concurrence on recommendation received on this date and file transferred to region

2018-MAR-15: Preliminary assessment completed and submitted to SPSA Manager for concurrence on recommendation.

2018-FEB-27: Mailbox/drive review commenced.

2018-FEB-22: Awaiting copy of mailbox/personal drive along with ICES/ICS audits." Regional Investigation

PS 18-059 12-Feb-18 "BSO -
Neglect of duty.

BSO was late for his shift on Monday 12Feb2018, scheduled 08:00 - 20:00 hours. Superintendent checked and confirmed no shift exchanges were in the system, BSO was upset and apologetic. At 09:00h BSO arrived ready for work.

BSO admitted that he was 45 minutes late one time before, on February 23rd 2016.

Status: 13Feb2018 File with from start to conclusion.

03Apr2018 File closed, disposition founded.

" Regional Investigation

PS 18-061 15-Feb-18 "BSO - ACTION
CONTRARY TO CBSA POLICY

On Feb 13,2018 at 14:39 hours BSO was observed by a manager using a personal electronic device while on duty in the BWB Commercial Secondary Office. When approached by a

Superintendent he admitted to being on his person cell phone; the BSO has no prior incidents of this nature nor has he been subject to any previous disciplinary actions.

2018-FEB-15: File was returned back to the region upon receipt of initial email referral therefore awaiting disposition " Regional Investigation

PS 18-062 15-Feb-18 "BSO ACTION CONTRARY TO CBSA
POLICY; INSUBORDINATION; NEGLECT OF DUTY; LACK OF CANDOR

On 28 Jan 2018, BSO [REDACTED] sent an email to a fellow employee complaining about the type of referrals that they were receiving from him (BSO [REDACTED]). The email tone was rude and an inappropriate response that had offended the BSO. In addition, previously BSO [REDACTED] had failed to input his notepad entry for a L/O for a WW of a person who has the same DOB as the L/O but is not the same person. BSO [REDACTED] was asked to complete the entry for the L/O and entered a sarcastic remark that he failed to remove when he was asked to by his Superintendent. The region is trying to fix the problem of referring travellers that pose this type of situation.

STATUS: 24-APR-2018 - Founded - Two counts of Contact with the People we Work With under the Code of Conduct." Regional Investigation

PS 18-063 16-Feb-18 "BSO - NEGLECT OF DUTY

During the course of Professional Standards Investigation PS 17-318, BSO _____ was alleged to have neglected his duties by failing to scan the documentation for all four travellers (he only scanned for three of them) who arrived during the early hours of August 6, 2017; that he and BSO (maiden name _____) did not maintain control over the four travellers in the vehicle; that he and BSO allowed one of the travellers to leave the port of entry (POE) without authorization; and that he and BSO _____ allowed two travellers to leave their vehicle and wander around the POE.

2018-FEB-20: Awaiting fact finding from the region.

" Regional Investigation

PS 18-064 16-Feb-18 "BSO - NEGLECT OF DUTY

During the course of Professional Standards Investigation PS 17-318, BSO _____ BSO _____ were alleged to have neglected their duties by failing to maintain control over four travellers who arrived during the early hours of August 6, 2017; that she and BSO _____ allowed one of the travellers to leave the port of entry (POE) without authorization; and that she and BSO _____ allowed two travellers to leave their vehicle and wander around the POE.

2018-JUNE-06: Advised by the region that BSO _____ is no longer an employee of as she left

According to the CBSA directory she is now listed as an employee of Chief _____ will attempt to contact her in order to perform similar counselling via telephone.

2018-FEB-20: Awaiting fact finding from the region." Regional Investigation

PS 18-065 16-Feb-18 "BSO - - Neglect of Duty

This had to do with sending an unarmed officer, along with two other armed officers, to an FBO for the clearance of a CANPASS flight. It has been determined that proper procedures were not followed and as such, they consider the described situation to be founded.

File was completed when received. Disposition Founded." Regional Investigation

PS 18-068 16-Feb-18 "Superintendent - - Theft.

On 25 Jan 2018 at approx. 1630 hrs, FRT _____ noticed that the boxing gloves that he had left the FRT office earlier were not missing. He proceeded to inquire with follow FRT staff if they had seen his boxing gloves and FRT _____ had last observed them in the office on 22 Jan 2018. FRT _____ reported the theft to his immediate supervisor, Supt. _____ Supt. _____ then reviewed the video footage for the dates between 23 Jan and 25 Jan 2018 where he observed on 23 Jan 2018 between 0315 to 0335 hrs Supt. _____ enter the FRT office and keep the lights off for about 30 seconds and then exit the office. Supt. _____ stated that he observed that Supt. _____ looked like he had something concealed under his jacket but was unable to observe it as the video footage lacks the quality to confirm for sure. Supt. _____ then proceeded to place other items in a box that he carried out to the employee parking lot but did not come back in with anything.

Supt. _____ contacted via cell phone messaging Supt. _____ to ask him if he saw the boxing gloves. Supt. _____ responded, ""Crap..that's me. I was looking for ID for that driver on my nights and was goofing around with the mitts that night. Forgot to put them back before I finished in the morning..they're in the supts office. I'll put them in Monday when I'm in. Send my apologies to _____""

STATUS: 29 NOV 2018 - Received the disposition of founded from the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-069 16-Feb-18 "BSO - - Discreditable conduct-On duty.

On 09Jan2018 Officer | is rude and very condescending to women. It doesn't matter if you're at the window handing him your passport or inside paying duty he treats people or maybe just women like we are second class citizens and he is better than us. On Jan 9th came through after a shopping trip to ^ ^ ^ for our local school and he wanted me to come in and do a commercial entry. The items were purchased in Canada, She did yell at him that they were Canadian goods. Instead of admitting his mistake he just got more arrogant.

Status:

16Feb2018 File with from start to conclusion.

19Apr2018 (HD) - Received update from the region. Allegation was deemed unfounded. "
Regional Investigation

PS 18-070 19-Feb-18 "BSO - DISCREDITABLE
CONDUCT ON-DUTY

The complainants are alleging that they feel they are being bullied by this individuals by the actions he is exhibiting. Each incident on its own may appear small in nature but when you include all incidents together, it appears to indicate a pattern of behaviour.

2018-FEB-23: File deemed regional from initial email referral. Awaiting disposition. " Regional
Investigation

PS 18-071 19-Feb-18 "A/DIRECTOR LOSS OF
GOVERNMENT PROPERTY

The A/Director has reported the following assets/identifications were stolen from his unlocked vehicle: CBSA ID card and building access card, key from Directors office RAIC pass along with parking pass. He has been advised to complete a SIR.

STATUS: FOUNDED" Regional Investigation

PS 18-072 19-Feb-18 "SBSO's HOH,
Duty.

On 11 Feb 2018 between 1330 and 1335 hrs SBSO's [REDACTED] missed a declaration card at point. The region requested video footage to confirm the point officers. The missed declaration ""Card"" is a PIK receipt from the automated clearance kiosks that made the referral.

STATUS: 26 FEB 2018 - Founded" Regional Investigation

PS 18-078 28-Feb-18 "BSO NEGLECT OF DUTY The employee failed to show for her 1200-2230 shift on February 17th, 2018. At approximately 1420 on the same date she called into work stating ""she was not feeling well... just woke up is still ill and will not be coming in." Reports have been received that may have hosted a baby shower for work colleagues on Feb. 17 at approx. 1400 hours, and that pictures were posted to social media.

Status: UNFOUNDED" Regional Investigation

PS 18-082 02-Mar-18 "SUPERINTENDENT MISUSE OF IT
SYSTEMS

Supt sent a ""reply all"" to a chain of email. His response was an image that was intended to be humoristic.

2018-OCT-09:Sent email to [\[REDACTED\]](mailto:) to inquire about the disposition.

2018-JUNE-28: Advised by [REDACTED] that the file is still ongoing with the region.

2018-JUNE-08: Sent email to the region for disposition.

2018-MAR-02: File deemed regional upon receipt of initial email referral. " Regional Investigation

PS 18-083 02-Mar-18 "ASF | - Misuse of credentials / Actions
contrary to CBSA mandate, policy, regs.

On 02Mar2018 nous a informé qu'une cliente a appelé au SIF pour se plaindre d'un "professeur" au collège qui se nommerait Mme dit que Monsieur montre son badge de l'ASFC, qu'il dit faire des enquêtes sur les gens, sur leur plaque d'immatriculation. Ce qui fait peur aux étudiants. La Madame dit avoir très peur de lui et ses comportements.

Status: 19Sep2019 DG Rencontre régionale : en suspens administratif sans solde - entrevue a eu lieu le 26-08-19 - en attente du rapport des normes.

15Oct2019 DG

Demande de mise à jour envoyé à

" Regional Investigation

PS 18-084 02-Mar-18 "BSO NEGLECT OF DUTY

The region has requested to review video footage involving a passenger in secondary who exited during examination, warrant subsequently issued.

STATUS: FOUNDED" Regional Investigation

PS 18-085 02-Mar-18 "BSO & SUPT
DISCREDITABLE CONDUCT

BSO & SUPT allegedly sent an inappropriate text, sexual context, to a chat group on February 14, 2018.

2018-JUNE-08: Sent email to the region for disposition. " Regional Investigation
PS 18-086 02-Mar-18 "SUPT - ACTION CONTRARY TO CBSA POLICY

SUPT made arrangements to have her duty firearm shipped to a location not permitted by policy

STATUS: As per Manager Dominique, file to proceed locally with the region.

" Regional Investigation

PS 18-087 02-Mar-18 "SUPT. I CRIMINAL ASSOCIATION

During an examination of a visitor into Canada, the examining officer () was advised the two people waiting for the passenger approached BSO () while on his break asking about their friend. recognized the two from high school and stated they were well known gangsters both previously and currently associated with the () group. One of the reception party () is a good friend of () and was in his wedding party. LAL told the examining officer to keep this information on the ""down low"".

Status: 06 May 2019 EE is on parental leave until November 30, 2019

" Regional Investigation

PS 18-088 05-Mar-18 "BSO SELF DISCLOSURE

Employee self disclosed that she entered into a long distance relationship with an individual who rented the lower level of his home to his buddy who was wanted from the RCMP.

2018-MAR-09: Transferred to the region for fact finding regarding misuse of CPIC

2018-MAR-06: Awaiting CPIC audit" Regional Investigation

PS 18-089 05-Mar-18 "BSO - LOSS OF GOV'T PROPERTY The BSO entered the Dasco room with BSO Campos to retrieve their firearms for a practice shoot. This was () first time in the Dasco room since being given his Dasco key and assigned his firearm, as he currently doesn't have access on his RAIC card. When () opened the box of ammunition he immediately noticed that two rounds were missing from inside the box. At the time he was assigned the items and shown where his Dasco box was located, he and BSO confirmed that the firearm, 3 magazines and one box of ammunition was present, but he doesn't recall opening the box of ammunition at that point.

STATUS: FOUNDED" Regional Investigation

PS 18-091 07-Mar-18 "BSO MISUSE OF CBSA

DATABASES The employee was seen looking up his personal NEXUS data in ICS. A Superintendent spoke with () and explained it was against policy to look up any personal data on any CBSA databases. () stated he was working on a BC housing application and needed to provide his birth certificate number. Since he physically didn't have it, the easiest way was to get the information from

his Nexus profile. [redacted] said ""I guess I could have just logged into my GOES account"" but figured it was okay because ""we can't add any information in there.""(ICS).

STATUS: FOUNDED" Regional Investigation

PS 18-092 13-Mar-18 "BSO - Neglect of Duty

SPSA received information regarding the above employee with respect to leave and absences from the workplace, and not following established guidelines with respect to the leave and leave requests.

Status: 13Mar2018 File with from start to conclusion.

14May2018 at 1212 informed me that LR / District actually put this one on hold as they try and deal with other issues with the employee.

Status: 29Aug2018 File closed, disposition founded.

" Regional Investigation

PS 18-093 13-Mar-18 "OIDP ABUSE OF
AUTHORITY; MISUSE OF CPIC

A/SUPT MISUSE OF CPIC

OIDP : when arriving back from a break in his personal vehicle met a person in a vehicle leaving the CBSA office in the wrong side of the road (enter side only). The driver gave the middle finger to The OIDP followed the individual to take the plate # and informed the staff via PASS radio. When the OIDP arrived back he got permission from A/Supt. to do a CPIC because they thought it might be a port runner.

Status: 09 Apr 2018 Founded (Abuse of Authority); Unfounded (CPIC)" Regional Investigation

PS 18-094 14-Mar-18 "OIDP MISUSE OF SOCIAL MEDIA

The OIDP has posted on Facebook pictures of himself holding a NO MAD patch. He is out with friends at a restaurant/pub in the photos. He has also received a number of likes to the photos. It doesn't appear to be associated to the Hell's Angel's.

Status: FOUNDED" Regional Investigation

PS 18-095 14-Mar-18 "BSO
OFF-DUTY DISCREDITABLE CONDUCT

BSO is alleged to have been verbally abusive to a parking attendant at the International Centre (EIOD), not parking in the CBSA designated parking area and inadvertently injuring the parking attendant as she was driving away.

2018-JUNE-08: Sent email to the region for disposition.

2018-MAY-18: Sent email to SPSA Manager to request disposition from the region at their monthly case file meeting scheduled for May 23.

2018-JUN-11 FOUNDED" Regional Investigation

PS 18-097 14-Mar-18 "HEARINGS OFFICER DISCREDITABLE
CONDUCT ON DUTY

The Officer was seen taking pictures of clients files on her personal cell phone. who was the review officer on the file and the review officer were waiting for the family to arrive for their refugee examinations. left her desk for a few minutes and returned to see taking pictures. When confronted by about the incident, made a snide remark which couldn't be properly heard.

STATUS: FOUNDED" Regional Investigation

PS 18-098 15-Mar-18 "BSO Neglect Of Duty.

On 15Mar2018 SPSA received information concerning an unauthorized absence BSO Agnes Palczewska, it is felt that this can be addressed at the local level.

Status: 15Mar2018 File with from start to conclusion.

14May2018 1217 Update request sent to responded there was no misconduct. File closed, Disposition unfounded." Regional Investigation

PS 18-099 16-Mar-18 "BSO DISCREDITABLE
CONDUCT ON-DUTY

The Region received written complaint from client secondary where BSO treated the complainant inappropriately and manner, yelled at them and glared at them. Complainant was referred to were working. Complainant indicates that both officers in particular treated him in a condescending

2018-MAR-19: File deemed regional from initial email referral. Awaiting disposition from the region. "
Regional Investigation

PS 18-100	16-Mar-18	"SBSO	Neglect of duty
SBSO			Neglect of duty
SBSO			Neglect of duty

On 16Mar2018, the SPSA received the following info: A member of the public entered CBSA via general exit point undetected by SBSOs

Status: 16Mar2018 File with from start to conclusion.

18May2018 File Closed, Disposition Unfounded for all respondents.

" Regional Investigation

PS 18-102	19-Mar-18	"MANAGER	ACTION CONTRARY TO CBSA
POLICY			

Four employees have raised concerns to management with regard to behaviour and actions on Wednesday, March 14, 2018. Reports have been requested from all parties, two have been received and the others, including one from will be forwarded upon receipt.

One of the complainants, has submitted a formal harassment complaint .

You will note from the attached BSF773 that Regional/Local management is requesting to deal with the matter locally. Our intention is to have the Regional Director General - acting as the delegated authority for harassment - address the incident in accordance with the provisions of the Policy on Harassment Prevention and Resolution.

2019-MAR-13: In discussions with acting SPSA manager Edgerton, decision was made to close the file.

2019-FEB-26: Waiting on management to advise if file can be closed off.

2019-JAN-15: Waiting on management to confirm if file can be closed off.

2018-DEC-20: Email from Manager [REDACTED] advising that the region indicated the file is in progress as a formal harassment complaint. Sent email to [REDACTED] to clarify what is to be done from SPSA perspective. Are there misconduct element to review or can this be closed off?

2018-DEC-10: Still awaiting disposition from the region.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-17: File is still ongoing with the region.

2018-OCT-09: Sent email to [REDACTED] for the status of the file. Has a disposition been reached?

2018-MAY-18: Sent email to SPSA Manager to request update from the region at their monthly case file meeting scheduled for May 23.

2018-MAR-20: Deemed regional for the Action Contrary to CBSA Policy. As for the harassment, awaiting the letter from LR to address the issue further. "Regional Investigation

PS 18-103 19-Mar-18 "STUDENT
NETWORKING RELATING TO CBSA

The student has a Tinder account where he references ""Canadian Border Services Agency"" and ""I don't care if you blaze."""

Status: 26 Apr 2018 Region is handling locally." Regional Investigation

PS 18-106 21-Mar-18 "BSO

- MISUSE OF CBSA DATABASE

Complaint from E&I alleging that a BSO was doing off duty surveillance on a residence of a subject of interest to Law Enforcement partner's - complaint from [REDACTED] and accessing CBSA systems for inappropriate reasons.

2019-APR-04: Waiting on region to provide disposition.

2019-MAR-28: Still waiting on disposition from the region.

2019-FEB-26: Still waiting on disposition from the region.

2018-NOV-26: Advised by SPSA Manager [REDACTED] that the file has been closed by the region and that they will provide the disposition.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-03: Region was provided with the CPIC audit results back in April. Waiting on disposition from the region.

2018-APR-09: Preliminary assessment completed and submitted to SPSA Manager for approval on recommendation to return file to the region.

2018-MAR-23: Requested from the region the names of the individual(s) queried along with the date when the query would have been conducted.

" Regional Investigation

PS 18-107 23-Mar-18 "BSO
POLICY & MANDATE

ACTION CONTRARY TO CBSA

Inconduite présumée relative au port d'uniforme non-autorisé et au code de conduite de l'ASFC.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-19: Region advised that the file is still ongoing on their end.

2018-OCT-09: Email sent to . for the disposition.

2018-JUNE-06: Follow-up sent to the region.

2018-APR-30: Waiting on region to respond to inquiry if video footage is available

2018-APR-03: Provided region with traveler history. Waiting on confirmation of video footage vs crossing.

2018-MAR-28: Awaiting Audits, mailbox and video footage." Regional Investigation

PS 18-108 23-Mar-18 "BSO - NEGLECT OF DUTY

A request for approval for video footage review was received. Region wants to confirm wasn't at his assigned area. A pre-discipline on the BSO has been initiated as he has on numerous occasions not been doing his assigned duties.

STATUS: FOUNDED" Regional Investigation

PS 18-109 23-Mar-18 "CLERK
DUTY

- NEGLECT OF

The clerk missed a regular scheduled shift. When management called her she indicated that she was on a day of rest. Subsequent review of her schedule confirmed that she was actually supposed to work. A preliminary follow up conversation revealed that [REDACTED] was confused about her current schedule and the transition from her previous schedule to her current schedule. [REDACTED] was shown how to navigate her work schedule in her ESS portal.

STATUS: 05 DEC 2018 Waiting on disposition from the region.

DONE: 23 MAR 2018 Region to handle file." Regional Investigation

PS 18-110 23-Mar-18 "BSO - Destruction - Govt Property

On 23Mar2018, the SPSA received the following info: As it appears this BSO admitted to hitting the doc reader.

Status 23Mar2018 File with [REDACTED] from start to conclusion.

14May2018 1217 Update request sent to [REDACTED] responded the allegation is founded.

" Regional Investigation

PS 18-113 28-Mar-18 "BSO REPORTED INFO

On Tuesday March 27, 2018 at 1100 hours, Chief Of BWB Commercial Operations [REDACTED] received a telephone call from BSO ' [REDACTED] The BSO advised that he has been [REDACTED]

2019-DEC-30: Sent follow-up email to the region for status update.

2019-JULY-09: File to be discussed at [REDACTED] monthly meeting. Final disposition required.

2019-MAY-30: Final disposition needs to be provided. File to be addressed at regional meeting with [REDACTED]

2019-MAY-23: Advised LR that there were [REDACTED] It was dealt with through the [REDACTED] and was completed on March 30, 2019.

2019-FEB-26: Advised Manager [REDACTED] that we cannot confirm [REDACTED] and that employee is to provide documentation to management indication [REDACTED] Region was looking for us to confirm this info.

2019-JAN-25: Regional LR continues to work with Mgmt in order to seek confirmation/obtain evidence of how the [REDACTED] was dealt with. BSO [REDACTED] previously explained he was dealt with by way of the

2018-DEC-19: Waiting on Mgt to confirm the disposition.

2018-DEC-10: Still awaiting disposition form the region.

2018-JUNE-08: Sent email to the region for disposition.

2018-APR-09:

2019-MAY-24: Region were advised that the employee was only [REDACTED] We are awaiting final disposition from the region on this matter. No further involvement from SPSA at this time.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-17: Region advised that the file is still ongoing.

2018-OCT-09: Sent email to [REDACTED] for the disposition.

2018-MAR-29: As per management determination, file referred to PerSec and no action required from SPSA at this time.

" [REDACTED] Regional Investigation

PS 18-114 29-Mar-18 "BSO - NEGLECT OF DUTY

During a recent audit conducted by management it was revealed [REDACTED] had many anomalies with plate corrections. The region doesn't feel there are any instances of collusion/malfeasance.

STATUS: FOUNDED" [REDACTED] Regional Investigation

PS 18-115 29-Mar-18 "Student Neglect of duty

Student BSO Neglect of duty

On 28Mar2018 a nexus traveler who was the subject of a NTC target came through. Unfortunately he was let go at the domestic point exit and not referred to secondary. The region believes the BSOs who released the traveler was either SBSO

Region is seeking our approval to review video footage in order to determine which BSO missed the referral.

Status 18May2018 File closed, disposition founded for SBSO only

" Regional Investigation

06-Apr-18 "SUPT LOSS OF GOVT PROPERTY

Superintendent allegedly took his Agency provided Blackberry on vacation with him to during the period of February 22 to March 2, 2018 and lost the device during this time.

2018-JUNE-08: Sent email to the region for disposition.

2018-APR-10: File deemed regional from the initial email referral " Regional Investigation
PS 18-117 06-Apr-18 "BSO Conflict of Interest - Misuse of
CBSA Property

On 06Apr2018, the SPSA received a string of emails concerning an alleged business owned by BSO and BSO .

(currently a BSO at).

The region has confirmed that there is not a Conflict of Interest declaration on file locally for either BSO and secondly, they wanted to draw our attention to one of the item for sale that is in fact a pillow construct from a CBSA uniform.

Status 17May2018 File returned to region for completion.

05Mar2019 DG Update request sent to informed me that EE is on leave without pay until 2020.

BF 15Jan2020." Regional Investigation

PS 18-119 09-Apr-18 "BSO - NEGLECT OF DUTY

BSO did not follow the proper procedure on a Lookout and released the traveler without discussing the file with his Supt.

2018-OCT-19: Region advised that the file is still ongoing on their end.

2018-OCT-09: Sent email to for the disposition.

2018-JUNE-08: Sent email to the region for disposition.

2018-APR-10: As per email from SPSA Manager, file deemed regional from initial email referral therefore no action from SPSA at this time. " Regional Investigation

PS 18-120 10-Apr-18 "BSO · Insubordination

Le 26-27 février 2018, l'employée ne s'est pas présenté au travail et n'a pas avisé de vive voix un surintendant tel que l'exige la procédure.

Status: 10Apr2018 Dossier avec du début a la fin.

23Jul2018 1653 m'informe que le dossier est fermé et fondé."
Regional Investigation

PS 18-121 10-Apr-18 "BSO · DISCREDITABLE CONDUCT OFF DUTY

- ACTIONS CONTRARY TO CBSA MANDATE/POLICY/REGS

Through the inspection of a local USC who was looking to clear up some paperwork for a vehicle some information about has come to light. On June 20, 2017 and his wife entered the US in separate vehicles. His wife was driving a and was driving a was bringing the car in to swap for a boat and trailer. It appears didn't declare he was leaving the car in the US in order to avoid completing the proper paperwork for a vehicle import. should be well aware of the requirements as Canada has the same process in place.

STATUS: UNFOUNDED

" Regional Investigation

PS 18-122 10-Apr-18 "A/SUPT - CRIMINAL ASSOCIATION

Two BSO's who were roving in the Departure area of the VIA stopped a group of individuals travelling to Mexico for a wedding. An individual in the group stated, during questioning, that his sister ""

"" works at immigration. The group was allowed to leave, and were not examined. Approximately 15 minutes later, the BSO's examined two individuals that we found to be known gang members. They were not traveling with the previously interviewed group. There was a suspected-proceeds-of-crime-seizure action against one of the individuals. One of the travelers had an encrypted blackberry and an iPhone, both were positive for cocaine on the ion machine, and he admitted to being associated to high-level gang members. Open-source-checks allege this same individual to be a part of the Independent Soldiers gang. A phone exam of this individual showed that he has had recent calls in his facebook-messenger-app to a "" whom appeared to be the same individual that identified himself as the brother a ""

" Regional Investigation

PS 18-123 10-Apr-18 "SBSO NEGLECT OF DUTY

Student BSO assigned to the missed a lookout.

2018-JUNE-07: Sent email for fact finding in order to close off file.

2018-APR-17: Regional. Awaiting fact finding. " Regional Investigation

PS 18-125 10-Apr-18 "CLERK - THEFT (TIME)

Employee is on an accommodated schedule work from home since

Cashes out 225.00hrs every year. Appears to have crossed into the USA multiple times during work hours over the past few months. When confronted by Chief regarding his leave and crossings in to the USA he stated that he works Monday to Friday (0700-1500) and had crossed once to get Employee challenges management's ability to question his activities during work hours. Other Clerks have attempted to call him at home during work hours and he has not answered on several occasions. Chief has conducted a site visit and employee appears to be healthy and are currently re-assessing his accommodation. Crossing shows approximately 14 crossing over the past year.

2018-JUL-12: Provided region with additional traveller history back to 2015. File returned back to the region. Region needs to proceed locally and address the dates/times identified that no leave has been requested by the employee. Awaiting region's disposition.

2018-MAY-23: File needs to be discussed with SPSA Manager upon his return. No indication of excessive travels during work hours. File can be returned to the region?

2017-APR-17: Prelim review commenced" Regional Investigation

PS 18-128 10-Apr-18 "BSO NEGLECT OF
DUTY

BSO may not be conducting IPIL queries on all conveyances being processed through his PIL—the District has summarized it as follows:

Through a routine IPIL Integrity review, Chief [REDACTED] has identified a possible integrity concern with BSO [REDACTED] in BWB Commercial, specifically a suspicion of not entering IPIL query data for passages while assigned to the Truck Primary Inspection Lanes, locally called ""Manifest Primary"" (MPIL). Chief [REDACTED] identified 47 occurrences over the last 3 months of low or no passages recorded through IPIL while posted to work at MPIL. To clarify, while assigned to MPIL on each of 47 hourly rotations there is preliminary evidence to suspect that BSO [REDACTED] did not process multiple clients using IPIL. I asked Chief [REDACTED] to preserve as much CCTV video as possible for possible use in an approved investigation on this matter; the video could be used to confirm the trucks being released and processed from each MPIL at the assigned time. No one has reviewed CCTV video to check passages against the IPIL data. The BSO is subject of a number of previous integrity file concerns including IPIL concerns. The BSO is well aware of the 100% IPIL requirement.

STATUS: 24 Oct 2018 Transferred to the region to complete.

NEXT STEP: Do an ACROSS audit, the contact for this is away until Nov. 19th.

" Regional Investigation

PS 18-130 12-Apr-18 "BSO - ACTION
CONTRARY TO CBSA POLICY

BSO [REDACTED] was observed using his cell phone at the front counter. He explained that he was looking up his mother's address on his cell phone to include that information on his security clearance form.

2018-JUNE-08: Sent email to the region for disposition.

2018-APR-18: Regional as per initial email referral.

" Regional Investigation

PS 18-132 12-Apr-18 "BSO Insubordination

Ceci est une situation d'inconduite présumée (insubordination) en lien avec les procédures locales en matière d'assignation des fonction de standby.

L'événement implique l'agent d'exécution de la loi, FB-03, de la division de l'exécution de la loi, région du

Status 16Apr2018 File with from start to conclusion.

23Jul2018 1653 m'informe que le dossier est fermé et fondé."
Regional Investigation

PS 18-133 12-Apr-18 "BSO CONFLICT OF INTEREST

BSO whereby she identifies herself as a BSO in order to support an individual who is currently being investigated by CBSA for Immigration concerns.

2018-JUNE-08: Sent email to the region for disposition.

2018-APR-18: File deemed regional by SPSA Manager." Regional Investigation

PS 18-134 12-Apr-18 "BSO Falsification of documents, Insubordination, Lack of candor

On 18Mar2018 was assigned to do an examination in and he did not. Supt. further investigated the matter and determined that the exam had been released in ACROSS by User ID on March 19th. Exam results were added to the system by badge number suggesting that the goods had been examined, with an examination rate between 0 and 25%. The exam results read "METAL FIXINGS; FURNITURE. MR. COMPL. Note: are BSO User ID and badge numbers respectively.

Status Status: 14May2018 File closed, Disposition Founded. " Regional Investigation

PS 18-136 16-Apr-18 "SUPT - DISCREDITABLE CONDUCT ON DUTY

A BSO has brought to Management's attention that SUPT has been sending text messages and giving extra attention to her over the past while which is making her feel uncomfortable. is making shift changes so they can work together, he will come to her booth, sit and talk to her. He has sent her emails and text messages without her providing the contact information. He has invited her

and her husband to have dinner/drinks with him and his wife. Other colleagues are starting to ask questions and notice the time [REDACTED] is spending with her.

STATUS: 12-JUN-18 - Allegations are unfounded. File closed.

" Regional Investigation

PS 18-138 16-Apr-18 "BSO · Misuse of Credentials, Misuse of IT Systems.

BSO [REDACTED] was asked by a friend to provide a reference for the friend's wife's permanent resident application. BSO [REDACTED] sent letter of support to [REDACTED] Immigration office but used his CBSA email address to do so.

BSO [REDACTED] received e-mail back from [REDACTED] Office manager indicating that he could submit a letter on behalf of applicant but had to do so as a private citizen but to be mindful of his position as a public servant and his obligations under the Values and Ethics Code.

BSO [REDACTED] immediately e-mailed that manager and apologized and recognized his error in judgement and also emailed his supervisor as there was no supervisor on duty at the time.

Status 08Aug2018 Fact finding and closure notice received. Founded for both allegations.

" Regional Investigation

PS 18-139 17-Apr-18 "BSO - Facilitation/unauthorized access.

File received from Dir. [REDACTED] regarding BSO accessing work outside of his work schedule possibly expediting delivery.

BSO in relationship with I [REDACTED] (his wife and son).

Status:

18 APR - Assigned to [REDACTED] - To be reviewed in conjunction with PRO file.

19 July 2018 - Conf call with

re next best steps as RIO surveillance has been stood down by President of CBSA according to who had a call with RDG prior to this con call.

It is decided by GTA that they will conduct a Fact Finding with latest act is that he apparently came into work at approx 2335hrs on 16 July 2018 to clear a shipment and that he was actually on vac as he had booked off 16-20 July.

15 Aug 2018 - Conf call with

to conduct a fact finding with They advsied Director tasked Chief according to They will request some more audit info from which was conducted on 09 Aug 2018 fact finding. to conf some of the

21 Aug 2018 - acting Assist Dir '

Received call from Mngr Intel Intel that

who advsied he heard through has gone off on indefinite sick leave.

22 Aug 2018 0800hrs - called ...no answer. then called RIO and briefly discussed foregoing - she had herad same.

2018-OCT-04: file was returned to the region to proceed with fact finding. They will provide results once completed.

2018-NOV-14: Waiting on the region to provide outcome. Please request outcome from the region at the monthly regional management meeting. " Regional Investigation

PS 18-140 17-Apr-18 "BSO
- NEGLECT OF DUTY

On Saturday, April 14, 2018 Officer was assigned to work point. A target, as identified by NTC, was referred by PIK for secondary examination, however was released at point by Officer

2018-JUNE-08: Sent email to the region for disposition.

2018-APR-18: File deemed regional as per SPSA Manager." Regional Investigation

PS 18-141 17-Apr-18 "BSO ACTION
CONTRARY TO CBSA POLICY

L'événement implique l'agent stagiaire FB-02,

du bureau de | voyageurs,

Nous requérons l'appui des normes professionnels pour ce dossier afin faire un recueil de faits additionnels tel que :

- "" Il serait pertinent de faire des recherches auprès de la boutique Hors taxes afin de savoir si effectivement il y achète régulièrement des marchandises et le numéro de plaque qu'il déclare;
- "" Il serait pertinent de regarder son historique de voyage;
- "" Il serait pertinent de voir si des B15 ont été produits par le passé;
- "" Il serait peut-être pertinent de le questionner sur l'identité des ASF auxquels il aurait déclaré ses achats par le passé et qui ne l'auraient pas référencés;
- "" Il en va de sa déclaration versus de l'agent au primaire

2019-FEB-26: Region needs to provide disposition.

2019-FEB-19: Update required from the region regarding the disposition.

2019-JAN-07: Still waiting on disposition from the region.

2018-DEC-10: Waiting on region to provide disposition.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the Quebec region at the monthly regional management meeting.

2018-OCT-09: Email sent to . for the disposition.

2018-JUNE-06: Ongoing prelim. Review/Analysis of travels, Duty free request and license plate request still outstanding.

2018-APR-18: Prelim commenced...Missing BSF773 for complete referral details. " Regional Investigation

PS 18-142 17-Apr-18 "BSO - DISCREDITABLE
CONDUCT ON DUTY

BSO - DISCREDITABLE CONDUCT ON DUTY

The two BSO's were at FedEx clearing a shipment. The two officers leave the building and get into a Port vehicle with BSO driving. At the exit gate goes around a FedEx tractor trailer and a large truck then went around the gate arm and exited the facility without being cleared by the security guard.

STATUS: 18 APR 2018 FOUNDED" Regional Investigation

PS 18-143 17-Apr-18 "FINANCIAL OFFICER
UNAUTHORIZED DISCLOSURE

has allegedly breached confidentiality by disclosing information related to the harassment complaint to another CBSA employee from a different team. She told the employee she had filed harassment complaints against her management team and as a result her managers were out of leave.

STATUS: SUSPENDED - is on | The region has two outstanding fact findings to conduct.

" Regional Investigation

PS 18-145 18-Apr-18 "FINANCIAL ADVISER - ACTIONS CONTRARY TO
CBSA MANDATE/POLICY/REGS

enrolled in a retirement course without his manager's approval and getting a GC211 signed. thought by including a course in a learning plan gave him approval to enroll.

STATUS: FOUNDED" Regional Investigation

PS 18-148 19-Apr-18 "BSO - Discreditable Conduct - On-duty

Nexus traveler complained at when he attempted to use the PIL lane indicated for Aircraft Crew and handicapped passengers when BSO informed him he was to move to a regular lane because they did not have a Nexus lane. The traveler stated that the BSO was rude and abrupt while using a sarcastic tone with him.

STATUS: 23 JUN 2018 - Allegations are unfounded.

" Regional Investigation

PS 18-151 24-Apr-18 "Program Officer Lack of Cander

On 11 APR 2018, Program Officer tried to apologize for a inappropriate comment that was made against Program Officer about his apparent appearance but he did not want to

accept to convoluted apology and told her to forget about it but incident further until left work.

continued to discuss the

STATUS: 24 MAY 2018 -Allegations are founded." Regional Investigation

PS 18-152 24-Apr-18 "BSO Discreditable Conduct -
On-Duty- Code of Conduct

On 18 APR 2018 at 1830 hrs, BSO behaved inappropriately with a client at the counter in the general office. The client was clearly offended by BSO tone and behaviour and complained that he felt discriminated against due to the comments made by BSO at the PIL and at the counter. BSO was generalizing in reference to NEXUS clients by stating ""all you people give others a bad name for using this line.""

STATUS: 25 JUN 2018 - Allegation is founded." Regional Investigation

PS 18-154 26-Apr-18 "Targeter" - Criminal Association, Conflict of Interest, and Discreditable Conduct - On-Duty

An anonymous letter was received at the NTC about Targeter and a fairly new relationship that she has established with a gentleman that she may be providing favours in exchange for money and gift exchanges. The letter does not provide the gentleman's identity but indicates that he may be crossing the border with large sums of money and is a frequent patron of the Casinos but has indicated that he is a private investigator which has nothing to do with his constant travelling.

STATUS: FOUNDED

" Regional Investigation

PS 18-155 27-Apr-18 "INLAND ENFORCEMENT OFFICER
- THEFT (TIMESHEET)

Possible timesheet fraud/time theft allegations stemming from an ongoing investigation of three different employees with similar concerns.

2019-FEB-12: Region needs to provide outcome.

2018-DEC-10: Still awaiting disposition from the region.

2018-NOV-26: Region advised SPSA Manager that they will follow up.

2018-NOV-14: Still waiting on disposition from the region. File outstanding since May 2018.

2018-SEPT-25: Waiting on disposition from the region.

2018-MAY-04: Employee was already looked at for same allegation under

2018-MAY-01: Ongoing prelim" Regional Investigation

PS 18-159 01-May-18 "BSO . Neglect of Duty

On Sunday, April 29, 2018 Officer was assigned to work point. A target, as identified by NTC, was referred by PIK for secondary examination, however was released at point by Officer

Status: 11Jun2018 Received closure notice. Allegation founded. " Regional Investigation

PS 18-160 01-May-18 "BSO Action Contrary to CBSA Policy - Code of Conduct

On 15 Feb 2018, BSO pointing a black Nerf handgun/firearm at Supt. and Supt. and pulled the trigger several times and was laughing. There were other members of the public present while BSO conducted himself.

STATUS: 22 Aug 2019 - Requested an update from the region. Allegation is founded.

NEXT STEPS: Close file.

" Regional Investigation

PS 18-164 03-May-18 "BSO - Discreditable Conduct - On-duty - Code of Conduct

On 02 MAY 2018, BSO worked point at and encounter a passenger that was on the phone while he was processing him but the complainant had thought the officer had released him but BSO was irritated that the passenger was on the phone and did not have his full attention so he referred him to secondary needlessly.

STATUS: 19 OCT 2018 - Disposition is founded.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-169 09-May-18 "BSO - DISCREDITABLE CONDUCT OFF DUTY

During an after-hours Christmas party BSO was seen exhibiting very inappropriate gestures during the night and had been touching people etc. and was very intoxicated.

STATUS: UNFOUNDED

" Regional Investigation

PS 18-170 14-May-18 "BSO INTIMIDATION

BSO reported that he felt intimidated by when he returned to the office. Last year the Region dealt with a harassment complaint with these two individuals, should this allegation be founded it is a progression of the previous file, PS 16-191.

STATUS: UNFOUNDED" Regional Investigation

PS 18-171 14-May-18 "Agent principal - Assault

Altercation entre 2 employés sur les lieux et aux heures de travail. Intervention d'un gestionnaire a été nécessaire pour calmer la répondante.

Status:

14Feb2019 m'informent qu'il n'y pas de dossier RT ouvert à ce moment-ci. Si les résultats d'une éventuelle enquête de violence démontrent qu'il y a inconduite, nous entamerions alors un processus disciplinaire.

06May2019 n'informe qu'une plainte de violence en milieu de travail a été déposée dans ce dossier. Aucune enquête n'a été déclenchée à ce moment-ci. Ce n'est que s'il était avéré qu'il y a bien eu violence en milieu que d'éventuelles pourraient être appliquées.

19Sep2019 DG Rencontre régionale : Dossier non-concluant. Fermons le dossier." Regional
Investigation

PS 18-173 16-May-18 "BSOs - Discreditable
Conduct - On Duty and Misuse of CBSA Databases

On 10 Feb 18, BSO observed an old family friend being referred to secondary and left his PIL booth to go discuss the random referral with SBSO and proceeded to release the individual who was a 74 year old man. There is a possibility that BSO used belligerent language with the SBSO in front of the public. Previously, the RDG had had a conference meeting discussing using officer discretion when dealing with the travelling public, so BSO felt that this warranted his actions.

On 14 Feb 18, BSO [REDACTED] decided to go confront BSO [REDACTED] about his actions on 10 Feb 18 in relation to him releasing a random referral. [REDACTED] felt it was his duty to report [REDACTED] to management. An altercation ensued between the two officers with BSO [REDACTED] trying to explain the situation and [REDACTED] expressing that it was a Code of Conduct reporting incident. BSO [REDACTED] met with his CoC including A/Supt. [REDACTED] Supt. [REDACTED] and Chief [REDACTED] that all agreed BSO [REDACTED] was entitled to use his discretion.

On 14 Feb 18, BSO [REDACTED] order to support his allegations against BSO [REDACTED] he searched and obtained the E311 that indicated the referrals were changed from 9 to 8 by BSO [REDACTED] In addition, to verify that BSO [REDACTED] was involved in this incident BSO [REDACTED] used ICS to run a printed copy that displayed the referral to secondary examination.

STATUS: 26-OCT-2018 - Disposition received from the region - founded.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-178 17-May-18 "BSOs

· Insubordination and Neglect of Duty

On several occasions, BSO failed to wear protective equipment and when given the opportunity to obtain that equipment in order to meet the health and safety standards he failed to follow through promptly and without argument. In addition, BSO failed to wear his protective hearing equipment. Both BSO's believe that they do not have to listen to A/Supt. |

and expressed this angrily using verbal explices toward A/Supt. | Furthermore, A/Supt. indicated that BSO would not listen to his directions either and leave work early.

STATUS: 27-SEP-2018 - Disposition supplied by the region, as founded for two employees. but not the other

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-179 18-May-18 "IO | - LO,

· LACK OF CANDOR

Intel officer was conducting surveillance when he ran a speed trap and a while following the target vehicle. Note that was the driver and road boss during this incident. There were three other Intel Officers in the vehicle with in at the time of the incident. Although employees know they are not allowed to break traffic laws, the expectation is that the employees notify the police when such an incident occurs in order to ensure all the necessary parties are informed. This did not occur. There are two conflicting statements from the reports submitted by and by intel officer (sitting in the passenger seat) regarding who said/suggested to call the police radio room (dispatch) to inform them of what had occurred.

reports that he inquired if he should call (note: he is the newest member on assignment to intel) and he was told (not clear by whom) that the police will pull them over if they wanted/needed to. report states that he suggested that someone call the radio room on several occasions.

Regardless, no one in the vehicle stopped and the executed a high risk vehicle stop where they drew their firearms and pointed them at our employees. The police withdrew as soon as our employees

identified themselves and informed [REDACTED] that they were on active surveillance. The other 2 intel officer's reports are vague and do not provide clarity on who suggested to call the police for not stopping at the speed rap

Involved employees:

""

""

""

""

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-26: Region advised SPSA Manager that they believe 2 of the employees will have founded allegations. Region to provide outcome shortly.

2018-NOV-14: Still outstanding. Waiting on [REDACTED] to provide disposition.

2018-SEPT-25: Waiting on [REDACTED] to provide the disposition.

2018-SEPT-18: Reviewed the fact finding conducted and advised [REDACTED] of the allegations already identified along with additional allegation based on the results of fact finding. Advised [REDACTED] that we will await the dispositions for each allegation.

2018-JUL-30: Advised [REDACTED] of the nil results for the additional checks he required. indicated he can now proceed locally with this matter.

" [REDACTED] Regional Investigation

PS 18-180 18-May-18 "BSO - NEGLECT OF DUTY

While looking for a vacant locker for a new employee, Supt. [REDACTED] found an unmarked unlocked locker containing CBSA stamp [REDACTED] and a Winchester ammunition box containing 400 rounds. Based on the port stamp # and practice ammunition issuance sheets it was believed to belong to [REDACTED]

STATUS: FOUNDED" [REDACTED] Regional Investigation

PS 18-181 18-May-18 "BSO and BSO
Assault and Discreditable Conduct- On-Duty

On 09 May 2018, BSO aggravated and instigated BSO when he purposely stepped hard on BSO nicely polished boots while he was busy on the phone and then BSO existed the CFIA room and proceeded to the lunch room. BSO paused his telephone conversation to go and confront BSO in the lunch room. BSO grabbed BSO by the collar while pushing up against him to tell him that he was tired of BSO stepping on his well groomed boots. BSO TOMPKINS warned BSO that he needs to respect his appearance and deportment because he takes it seriously and is offended when BSO and other BSO'S deliberately step on his boots.

BSO has behaved in this way at least four times previously which had led to BSO actions of violence in the workplace. Other BSO's have been involved in teasing and bullying behaviour toward BSO in relation to the appearance of his polished work boots.

STATUS: 05-APR-2018 - Fact finding and disposition of founded supplied by the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-182	18-May-18	"TARGETING OFFICER	ACTION
CONTRARY TO CBSA POLICY			

Report of an interaction of two BSOs had with a former BSO This person is still an employee of CBSA and is believed to work at the There are a number of very troubling aspects to this situation involving potential violations of the Customs Act and the CBSA Code of Conduct.

These are the key elements:

1. The employee arrived back from a day trip to the U.S. and declared approximately \$150 each in groceries and household items for her and a traveling companion.
2. The employee is referred over to secondary examination solely as part of a blitz focusing on 'same day travelers'.
3. Within seconds of pulling into secondary the employee removes a package from the vehicle before the secondary officers get there. She then ignores the direction of a BSO to return the package to the vehicle and, instead walks away with the package and enters the office.

4. The employee goes to the front counter, chats with an officer and then spends several minutes on the phone, leaving the secondary officers standing at her vehicle for over three minutes.
5. The secondary officers are forced to leave the vehicle to go and get the employee, meeting her as she exits the office and returning with her to her vehicle.
6. The employee then proceeds to argue with the officers for another three minutes over whether she needs to remove two children from the vehicle, claiming it is not required.
7. The employee acknowledges to the BSOs that she did not declare the package at PIL.
8. The employee states that she did not declare it because the package was not for her and she wouldn't pay the duties of taxes on it. She said it was for a current employee,
9. The employee stated that she did that 'all the time'.
10. The employee argued that removing the sleeping children was 'discretionary' and that the officers could conduct the search without doing so.

2019-FEB-12: Needs to be addressed at monthly regional management meeting. Outcome from the region is required.

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-JULY-19: File transferred to the region and a copy of analysis forwarded to PerSec

2018-JUNE-07: Still awaiting reports to determine next step.

2018-MAY-31: 2nd request for reports from all officers involved. Incident reported is incomplete. Waiting on this info to determine next step.

2018-MAY-23: Missing reports from all officers involved

" Regional Investigation

PS 18-187 01-Jun-18 "REGIONAL PROGRAM ADVISOR
- MISUSE OF IT SYSTEMS

Complainant is making allegation that is doing non-CBSA work on her workstation during work hours. has said in his complaint that he has observed doing photography editing at her workstation in the past using her work computer.

2018-OCT-09: Sent email to for the disposition for this file.

2018-OCT-3: Preliminary assessment findings provided to the region (audit results/FB photography). Waiting on disposition from the region.

2018-JUNE-04: Sent audit request to Info Sec" Regional Investigation

PS 18-188 01-Jun-18 "BSO - ACTIONS CONTRARY
TO CBSA MANDATE...

IEO - ACTIONS CONTRARY TO CBSA MANDATE...

It has been brought to our attention that a family member of the two employees was subject of an RTIC report on March 22nd. For further clarification, is the son of BSO

Status: 23Jul2018 File closed, Disposition founded for both employees.

" Regional Investigation

PS 18-189 01-Jun-18 "BSO : - Criminal Association

On 21 Jan 2018, the L/O was processed which revealed in his cell phone the name recognized by BSO as BSO It is believed with reliable INT that is a member of the

BSO worked with BSO from 2010 and BSO ! had informed staff including supervisors and intelligence officers that she was friends with some members of the who have amalgamated with the

STATUS: 26 JUN 2019 - Received the investigational report from the region, allegations are unfounded.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-190 01-Jun-18 "BSO - NEGLECT OF DUTY

The BSO was scheduled to work 1200-2330 and did not report for duty at the start of his shift. SUPT contacted him by telephone to advise he was late and he subsequently arrived to work at approximately 1325 hours. This is not the first time the BSO has been late or missed his shift.

STATUS: FOUNDED" Regional Investigation

PS 18-191 01-Jun-18 "BSO - NEGLECT OF DUTY

The allegation concerns neglect of duty by a bso with respect to following the proper protocols with commercial air carriers when the CBSA conducts an aircraft search (examination). Following an aircraft search, the CBSA is required to complete a form K158 - Notice of Aircraft Examination and provide that duly completed form to the airline. In the instant case, the K158 form was completed however the bso failed to place a copy of the K158 on the aircraft flight deck to advise the carrier that the CBSA had examined their aircraft.

2018-JUNE-06: File deemed regional and returned back to the region at onset of initial email referral. "
Regional Investigation

PS 18-192 01-Jun-18 "BSO - Actions Contrary to
CBSA Mandate/Regs/Policy, Neglect of Duty and Abuse of Authority

BSO - Actions Contrary to CBSA Mandate/Regs/Policy

On 19 MAY 2018 at approximately 2330 hours A/Supt. contacted
requesting information regarding CCA's. A/Supt. was informed by BSO that he was
dealing with a Foreign National in Secondary and during the course of his examination, he brought the
client's into reception from the waiting area outside and proceeded to conduct a personal search on her
belongings.

At some point during the exam, BSO did an ion-scan swab of the inside of the client's purse. A/Chief informed A/Supt. that CCA's did not give an officer authority to search someone or their goods that were brought in from the outside. A/Chief is concerned that this is a Charter breach (unreasonable search) by the BSO because they did not have the authority to conduct the search.

STATUS: 27 SEP 2018 - Notified PERSEC of disposition.

NEXT STEPS: Closed the file accordingly.

" Regional Investigation

PS 18-193 04-Jun-18 "BSO Fraud against CBSA and Discreditable Conduct - Off Duty - Code of Conduct

On 15 May 2018, it was brought to the attention A/Supt. that BSO had provided a false claim for reimbursement for a boots chit. When confronted with this matter BSO denied that she knew that the boots did qualify for reimbursement and she provided the incorrect amount including a pair of canvas steel toe shoes. BSO stated that she doesn't know how these shoes were included within the receipt or that she even purchased the shoes in the first place.

STATUS: 05 DEC 2018 - Received the disposition founded from the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-194 04-Jun-18 "BSO - DISCREDITABLE CONDUCT ON DUTY, NEGLECT OF DUTY

On 04Jun2018, the SPSA was informed of a misconduct allegation for ""unprofessional conduct and neglect of duty"" by BSO with the The incident occurred on 30Apr2018.

Status: 25Jul2018 Allegations unfounded and the file closed." Regional Investigation

PS 18-195 04-Jun-18 "BSO - Insubordination - Code of Conduct

On 01 May 2018, at 1130 hours, during a shift briefing BSO seemed to be angry about the discussion and got up and left the meeting. He was told to come back to the meeting by A/Chief but her refused and continued walking to leave the building. BSO had then contacted the Supt. to notify them that he was going home sick.

BSO later that afternoon contacted A/Chief to apologize for his behaviour stating that he is under a lot of stress in his personal and professional life. He supplied a He was informed to contact EAP to assist with his mental state and he fully accepts responsibility for his actions.

STATUS: 26 JUL 2018 - Disposition - allegation is founded.

NEXT STEPS: Close the file.

" Regional Investigation

PS 18-198 11-Jun-18 "BSO DISCREDITABLE CONDUCT OFF DUTY

Senior Officer Trade Compliance, with the Trade Operations Division self-disclosed that she was under significant financial pressure and that if she was not able to repay the money she had borrowed [said to be either \$10,000 or \$20,000 Canadian funds] by Monday, June 11, 2018, she would be physically harmed and/or her residence would be damaged. It is unknown who and why she owes this money or the circumstances surrounding the incident.

STATUS: 14 MAY 2019 - Approval provided by manager to open new file.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-200 12-Jun-18 "BSO I BSO
Falcification documents

On 12Jun2018, the SPSA received information saying that Officer | and | have signed documents stating that they have completed G417 course of the CSPS courses. CSPS has confirmed that only one has registered, but neither of them have completed the course.

Status: 12Jun2018 File with | from start to conclusion.

27Jul2018 | clarified disposition for both respondent:

Page: Unfounded

Ouellette: Unable to determine, employee's assignment with CBSA has finished before the conclusion of file.

File closed

" Regional Investigation

PS 18-201 12-Jun-18 "A/Supt. Actions Contrary to CBSA
Mandate/Regs/Policy

*This incident occurred over two years ago.

It is alleged that on April 23, 2016, A/Supt | abused her authority when she knowingly circumvented GST/PST excise tax refund procedures following a day trip in the US with her daughter. In so doing, she avoided paying PST on goods purchased in the US. It is further alleged that A/Supt failed to meet the minimum expected standards of behaviour in her off-duty conduct.

STATUS: 25 SEP 2019 - Notified the region that the file has been closed due to the tiered system. LR waiting for update from the region on leave status. BSO on leave until

NEXT STEPS: Awaiting disposition from the region.

" Regional Investigation

PS 18-202 12-Jun-18 "SUPT DISCREDITABLE CONDUCT ON DUTY

A female Border Services Officer [BSO] working as an acting Superintendent, reported to Acting Director - Passenger Operations District, that she [the BSO] was no longer interested in continuing with the acting assignment, given the treatment she has received from Chief

Status: 07Aug2018 File Closed. No discipline, resolved via ICMS." Regional Investigation
PS 18-203 12-Jun-18 "BSO - Neglect of Duty

BSO had a lookout through his lane. He scanned all five identification documents, then removed one of the travellers from the passage, and released the vehicle. said the DOB did not match the L/O with a 3 year difference.

STATUS: 28 SEP 2018 - Disposition received from the region - the allegations are founded.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-205 15-Jun-18 "SUPT UNAUTHORIZED COMMENTS

Possible complaint from member of the public regarding interactions with Officer while at POE.

STATUS:

2018-OCT-09: Sent email to Marlene Underwood for disposition

15 JUNE 2018 REGION IS HANDLING LOCALLY" Regional Investigation

PS 18-206 15-Jun-18 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE/REGS/POLICY

At 00:30 AM on May 27, 2018, BSO called Commercial Superintendent to request sick leave for the day shift. BSO said he was in and he wasn't going to make it back to on time for work. The Superintendent advised that sick leave was for illness. BSO then asked for family related illness leave. Superintendent advised BSO this did not fit the scenario either. BSO then asked for vacation leave. Superintendent advised there was denied leave for day shift already and could not grant vacation leave. BSO then asked what he should do since he felt it was unsafe to come to work without sleep. Superintendent acknowledged absence only and the leave situation would be resolved on return to work. Superintendent counselled BSO that the leave would likely be without pay and that the absence from work may lead to discipline. BSO advised that he will accept whatever happens.

Local management would like to proceed with this file in consultation with Labour Relations.

2018-OCT-09: Sent email to for the disposition.

2018-SEPT-27: Waiting on disposition form the region.

STATUS: 15 JUNE 2018 REGION IS HANDLING LOCALLY" Regional Investigation

PS 18-207 15-Jun-18 "BSO · ACTIONS CONTRARY TO CBSA
MANDATE, POLICY...
BSO · ACTIONS CONTRARY TO CBSA MANDATE, POLICY...

It is alleged that on 09Jun2018 BSO may have provided four travelers with preferential treatment by not collecting on 2 cases of beer and 8 bottles of spirits.

Status: 16Jan2019 File Closed.

BSO Unfounded

BSO | Founded

" Regional Investigation

PS 18-208 15-Jun-18 "BSO · Intimidation - Code of Conduct

On 02 DEC 2017, BSO currently the CIU Local contacted A/Supt. to request another employees sick leave information and the regulations associated with that information. A/Supt. refused to provide the information to BSO because it was confidential information and he was not sure of his responsibilities with relation to this matter but in the process of conversation BSO

tried to intimidate A/Supt. [REDACTED] stating that he would be dealt with upon his return to normal union status as a regular BSO not longer as management.

STATUS: 27 SEP 2018 - The disposition was founded from the region.

NEXT STEPS: Close the file accordingly.

" Regional Investigation

PS 18-209 15-Jun-18 "BSO - NEGLECT OF DUTY

incident whereby BSO [REDACTED] released a traveller who had been referred for payment of duty and taxes on 3 btls of wine.

STATUS:

2018-OCT-19: Sent email to C. Durocher for the disposition.

15 JUNE 2018 REGION IS HANDLING LOCALLY" Regional Investigation

PS 18-210 15-Jun-18 "BSO - UNAUTHORIZED COMMENTS

On 08Jun2018 BSO [REDACTED] would have made inappropriate comments to a female traveler. The female traveler reported it because she felt uncomfortable.

STATUS: 23Jul2018 File transferred to region.

25Oct2018 DG [REDACTED] informed me that file is closed, disposition unfounded." Regional Investigation

PS 18-211 15-Jun-18 "BSO - Misuse of Government Property and Neglect of Duty

The BSO was cited for careless/distracted driving by the Air-side Safety Officer following his loss of control of a CBSA vehicle that resulted in the vehicle being towed out of the ditch and needing repairs.

STATUS: 23 JUL 2018 - Region provided disposition - allegations are founded.

NEXT STEPS: Close file.

" Regional Investigation

PS 18-212 15-Jun-18 "BSO - DISCREDITABLE CONDUCT -
OFF DUTY

On 15Jun2018, the SPSA received the following info: On 14May2018 BSO informed twice supt that he cancelled his vacation day of 17May2018. On 17May2018 0915 called in sick. Supt told him she thought it was strange that he cancelled his vacation day and called in sick.

said he was sick all night and asked why she was asking questions. She responded it was her right and other supt would do the same. She told him she was not asking for a medical certificate. End of conversation.

Around 0930 called her back, he was yelling at her and used inappropriate language to make inappropriate comments.

Status: 15Jun2018 File with from start to conclusion.

19Oct2018 m'informent que le dossier est clos et fondé." Regional Investigation
PS 18-213 15-Jun-18 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE/REGS/POLICY

The BSO was working at the NEXUS Triage counter when he was approached by a passenger and her child. They presented valid NEXUS cards and wished to be processed. Instead directed them to use the ABC Kiosks. After using the kiosk the passenger approached and asked for his name.

then followed the passenger and asked for her name in order to make notes and ""protect himself"".

STATUS: FOUNDED" Regional Investigation

PS 18-215 20-Jun-18 "BSO - Misuse of CPIC
BSO - Misuse of CPIC

BSO asked to receive training on CPIC to become more sufficient on how it works and how to read the results. BSO was showing him different scenarios using generic names ""John Doe"".
left to continue to practice when BSO came along and informed both of them that what was doing was considered a breach of CPIC.

STATUS: 07 AUG 2018 - Allegations are unfounded.

NEXT STEPS: Close the file.

" Regional Investigation

PS 18-216 20-Jun-18 "INLAND ENFORCEMENT OFFICER
- MISUSE OF DUTY FIREARM

During an off duty practice day at the range IEO allowed a personal friend to fire numerous rounds from this duty firearm.

STATUS: 20 JUNE 2018 REGION IS HANDLING LOCALLY" Regional Investigation

PS 18-218 21-Jun-18 "SUPT . DISCREDITABLE CONDUCT
ON DUTY, ACTIONS CONTRARY TO CBSA MANDATE...
BSO - DISCREDITABLE CONDUCT ON DUTY

A member of the public approached the CBSA personnel and asked about parking in a fire route, asking if they should be parked there and whether they were on official business or abusing their powers. The member of the public proceeded to take a picture of the employee ordering lunch and where they parked the port vehicle. Both pictures were shared on Twitter with commentary -

Status: 22Jun2018 File with from start to conclusion.

13Aug2018 informed me that the allegation is founded and file closed.

" Regional Investigation

PS 18-220 21-Jun-18 "BSO - Discreditable conduct -
on duty and Insubordination

On 26 Apr 2018, BSO indicated that he was not going to take the G7 training that he was instructed to take by management and complained loudly and angrily in front of other officers about having to take the training that was not mandatory.

In addition, later that afternoon BSO failed to conduct the duties that he was assigned and became argumentative when presented with the examination of containers seals that were to be reviewed at as indicated on the A28 paperwork. Supt. confirmed with Commerical that the examination should be conducted at as the A28 indicated but BSO argued that the examination should have taken place at Halifax Terminal because the container was being exported. Supt. BEALS contacted the trucking company to inquire as to when they close so BSO and BSO could go conduct the examination, she was informed that they closed at 1700 hours but they would wait for the BSO's because they did not feel comfortable with leaving the alcohol shipment in their shipyard.

Supt. went to the other side of the office believing that BSO and BSO had already left but upon her return to the office at 1730 hours BSO had not gone and indicated to her that he would go after he was done completing another task. BSO indicated that he did check the seal at 1730 hours. Later on in the office, he became angry and used inappropriate language while discussing the A28 again.

STATUS: 15-AUG-2018 - Region provided the disposition of founded without BSO statement.

NEXT STEPS: Close file.

" Regional Investigation

PS 18-221 21-Jun-18 "BSO - NEGLECT OF DUTY

The BSO attended a practice shoot on June 12th. She was sent with old duty ammo to have the trainers dispose of. Policy had changed and they were unable to take the ammo. Upon return to office, mistakenly left her ammo in the bottom of her backpack and locked her backpack in a locked locker within a locked locker room instead of her dasco. On June 19th when she went to retrieve an

item from her backpack, she realized at that moment that she had left the ammo in the bag. She immediately contacted her superintendent and advised of what had happened.

STATUS: 21 June 2018 Region is handling it locally." Regional Investigation

PS 18-223 22-Jun-18 "SUPERVISOR
CBSA POLICY - ACTION CONTRARY TO

Targeting Officer (ex-spouse) has expressed concerns that a threat to herself or their son, as he is a CBSA armed officer (Supt) working at incident that occurred at their residence, she states having viewed the contents of which contained Protected B work related personal documents of a CBSA employee. may represent During an USB stick

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-14: Waiting on the region to provide disposition.

2018-OCT-03: Prelim assessment completed. Meeting scheduled for Oct 4 with the region to indicate that the issue of USB Key unencrypted can be dealt with at the regional level.

2018-SEPT-25: Ongoing analysis of results of Forensic Audit.

2018-SEPT-11 AWAITING FORENSIC AUDIT ALONG WITH AUDIO RECORDINGS

STATUS: 22 JUNE 2018 linked to a harassment filed by (PS 18-214)" Regional Investigation
PS 18-224 22-Jun-18 "BSO DISCREDITABLE CONDUCT
ON DUTY (ASSAULT)

On 21Jun2018 while riding in an elevator with 3 other BSO's and a crew member from the ship, out of nowhere, completely unprovoked by the conversation or the crew member's actions, and without speaking a word BSO punched the crew member in the stomach. The crew member did not respond to the action in any way, except to go silent. He did not show any sign of being injured, although I did hear his breath escape his mouth.

STATUS: 27Jul2018 informed us that the allegations are founded. File closed." Regional Investigation

PS 18-226 26-Jun-18 "BSO - UTTERING THREATS

On or about May 25, 2018, BSO [REDACTED] was engaged in a text/messaging exchange [using WhatsApp] with BSO [REDACTED] during which BSO [REDACTED] threatened to vandalize BSO [REDACTED] personal residence, plant narcotics on BSO [REDACTED] and then contact members of [REDACTED] police that he [REDACTED] [BSO [REDACTED] plays hockey with, all seemingly in retaliation for actions BSO [REDACTED] may have taken while acting as a Superintendent in the [REDACTED] facility. BSO [REDACTED] made BSO [REDACTED] aware of these threats on or about June 21, 2018, at which time BSO [REDACTED] appealed to management for guidance/assistance. BSO [REDACTED] was advised to contact [REDACTED]

[REDACTED] is referenced in the attached BSF773. The text of the exchange is included in the attachments as are exchanges between members of management at the [REDACTED] facility and BSO [REDACTED] with respect to expectations around attendance, leave and reporting.

You will note from the attached BSF733, however, that in addition to this incident involving BSO [REDACTED] numerous employees have apparently advised management that BSO [REDACTED] is planning to ""take management down"" and that he is working on a manifesto regarding management at the [REDACTED] facility to send to various members of Parliament. At this juncture, we do not have formal reports from these individuals, nor have they been identified by name in the report.

2019-FEB-26: Waiting on region to confirm if file is deemed founded.

2019-JAN-15: Region needs to confirm if the file is deemed founded.

2018-DEC-20: Email from Manager [REDACTED] advising that the file will be founded but still in progress with LR.

2018-DEC-10: Still awaiting disposition from the region.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-17: Follow-up email sent to [REDACTED] to inquire as to the disposition.

" Regional Investigation

PS 18-227 28-Jun-18 "BSO - Criminal Association

The BSO [REDACTED] phone number was found on the cell phone of a Lookout, [REDACTED] The BSO back in 2015 disclosed his girlfriend's uncle had connections to [REDACTED] The conversation occurred between 04 Apr 2018 and 04 May 2018 between the BSO and [REDACTED] that entailed a discussion of the purchase of a dog but the BSO had disclosed that he was a BSO.

STATUS: 21 SEP 2018 - Reviewed the FF documents - unfounded determination by the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-229 28-Jun-18 "BSO · NEGLECT OF DUTY

Potential misconduct by Ambassador Bridge BSOs who were on a ""party bus"" and did not report to the GO, which is where primary processing of vehicles of this nature is done. BSO : did not refer the bus and assumed since BSO's were on board that they would have directed the driver to pull over.

2018-JUNE-28: File deemed regional and will wait on info from region" Regional Investigation

PS 18-230 28-Jun-18 "TARGETING OFFICER - ACTIONS CONTRARY TO CBSA
MANDATE/REGS/POLICY

A complaint has been received that the employee wears strong perfume.

Status: 30Aug2018 File closed, disposition unfounded.

" Regional Investigation

PS 18-231 28-Jun-18 "BSO · Criminal Association

On 19 Jun 2018, a secondary examination of association with BSO cell phone revealed a close is married to | who is associated to the On the cell phone, a WhatsApp between who mentions consulting It was determined through photos on the phone the are very close friends and share the same network of friends. In addition, BSO contact information was identified in the cell phone (. The area code is from Manitoba where BSO resided before deploying to

STATUS: 25 JAN 2019 - Close file accordingly.

NEXT STEPS: Follow-up/consult with PERSEC.

" Regional Investigation

PS 18-232 28-Jun-18 "BSO · Discreditable Conduct - On Duty

BSO at PIL showed BSO a FB post that indicated a ""car on fire"" which caused panic in the traveller as he was unaware of the incident. BSO contacted his superintendent about what BSO had done while at PIL.

STATUS: 25-SEP-2018 - Reviewed FF documents with an assessment of founded.

NEXT STEPS: Close file accordingly." Regional Investigation

PS 18-233 28-Jun-18 " · Unauthorized
Comments - Discreditable Conduct - On-duty

On 25 Jun 2018 during a recess break Hearings Officer's discussed openly how they were going to interrogate the subject while a local reporter was present. This discussion included inappropriate language that the reporter planned on reporting on the next day.

STATUS: 13 SEP 2019 - No FF documentation was provided. Received an update from LR that indicated that the allegations are founded. Received an update from LR, file almost complete. LR requested an update from the region.

NEXT STEPS: Awaiting FF documentation. Close file accordingly.

" Regional Investigation

PS 18-235 29-Jun-18 "

" Regional Investigation

PS 18-236 29-Jun-18 "BSO - BSO & BSO
- THEFT

A traveller alleges that \$600 went missing from his vehicle during examination.

2018-OCT-09: Email sent to for the disposition.

2018-JUNE-29: REGION TO HANDLE LOCALLY. VIDEO & FACT FINDING CONDUCTED. NO EVIDENCE OF THEFT."Regional Investigation

PS 18-237 29-Jun-18 "A/CHIEF - Acitons
contrary to CBSA mandate...

A/SUPT - Acitons contrary to CBSA mandate...

SUPT - Acitons contrary to CBSA mandate...

SUPT - Acitons contrary to CBSA mandate...

Allegation made by BSO that on 27Jun2018 BSO's pursued a port runner and subsequently Local management was aware of the failure to follow the port runner procedures and took no action of that the policy is unclear to effectively manage.

Status 05Jul2018 File with from start to conclusion.

25Jul2018 informed me that file is unfounded. File closed.

" Regional Investigation

PS 18-238 06-Jul-18 "IEO - DISCREDITABLE CONDUCT OFF DUTY
- MISUSE OF CREDENTIALS

STATUS: 18 Oct 2018 Requested update from region." Regional Investigation

PS 18-239 06-Jul-18 "OIDP - NEGLECT OF DUTY

The OIDP was scheduled for an overtime shift from 10:00-16:00 hours. At 10:02 he called the POE to inform them he was running late due to personal health issue, could he come in at 11:00 instead, the Supt. stated he could. asked if this would be result in an entry in the G drive for performance management as he already had an entry. Supt. said it would and which time asked to cancel the shift as he was ill.

STATUS: 11 Oct 2018 Requested update from region." Regional Investigation

PS 18-240 06-Jul-18 "SUPT - UNAUTHORIZED COMMENT

This is about an alleged incident whereby Superintendent violated the Code of Conduct by utilizing inappropriate language within the CBSA office on 22May2018

Status: 06Jul2018 File with from start to conclusion

25Oct2018 DG informed me that file is closed, disposition unfounded.

" Regional Investigation

PS 18-241 09-Jul-18 "BSO - DISCREDITABLE CONDUCT
OFF DUTY

BSO vehicle was vandalized while parked in the employee parking lot. While on duty, the employees personal vehicle was smeared with fecal matter on the driver's door handle and driver's door panel. The incident was reported to Police reported internally as per CBSA policies/procedures and subsequently addressed with the BSO

acknowledges that while parking his car in the parking lot, there was a minor altercation over a parking spot/lane change (horn honking) with another vehicle, which he suspects is the individual who vandalized his vehicle.

2019-MAY-02: LR has advised that they have gone back to the Director and confirmed that they believe the matter to be closed. LR needs to confirm the date the matter was closed and the disposition.

2019-FEB-26: Still waiting on region to provide outcome.

2019-JAN-15: Waiting on region to provide outcome.

2018-DEC-20: Waiting on region to provide outcome.

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the GTA region at the monthly regional management meeting.

2018-SEPT-20: Waiting on fact finding.

2018-AUG-23: PRP have advised as there are no grounds to referred the matter to ""CBSA Internals"" pending any further information. Requested that fact finding be conducted by the region. they have

Status: Preliminary review

" Regional Investigation

PS 18-242 09-Jul-18 "BSO TRAINEE - NEGLECT OF DUTY

BSO - NEGLECT OF DUTY

On April 21, 2018 BSO was working point when a lookout was missed. The lookout had a delayed baggage form and BSO sent the lookout to the auxiliary point officer BSO BSO released the lookout. It should be noted that the PIK receipt was not located when the lookout was realized to have been missed.

Status: 18 Oct 2018 Requested update from region.

" Regional Investigation

PS 18-244 13-Jul-18 "BSO - UNAUTHORIZED COMMENTS

The BSO made comments to an employee who had just returned from an extended absence due to health reasons (cancer) if her head was looking like his (he shaves his bald). It is unclear if he perhaps made another comment referencing ""good to see you're still alive"".

STATUS: 11 Oct 2018 Requested update from region." Regional Investigation

PS 18-246 16-Jul-18 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE/POLICY/REGS

There are two separate allegations (1) denied Union leave with pay for May 28th by A/Director a couple of times. told A/Supt he was on approved leave for May 28th, and asked if he could update the schedule. Schedule showed to be on approved leave. did not show up for work on the 28th. On July 4th, emailed A/Chief stating he spoke with regarding leave without pay for May 28th. then claimed he had a meeting with in the afternoon of the 29th where agreed to an ""alternate form of leave"" for May 28th. A/Director schedule showed no meeting, the only thing around this day was an email to where A/Director denied the leave request for the third time.

(2) was on approved LWOP to attend union business. He alleges A/Chief requested a meeting which took 1 hour. He claims he was told that he would be compensated. A/Chief denied the compensation as he allegedly never asked for a meeting or agreed to give any form of comp. submitted his timesheet with a call back instead of putting in 1 hr of regular working hours and 7.5 hrs of LWOP.

STATUS: 11 Oct 2018 Request for an update made to the region." Regional Investigation

PS 18-247 16-Jul-18 "BSO - NEGLECT OF DUTY

The BSO was scheduled to work in lane T08 from 2100-2200. He had approved leave from 2200-2400. At 2140 a BSO called his booth and he didn't answer. The Supt tried calling and he never answered. The Supt had the BSO in the next lane go and check his booth, he wasn't there. The Supt called the OCC and was informed wasn't re-assigned to a different work location. They called the Supt in the traffic office and they had not seen him. It appears that left his position early without authorization.

STATUS: 11 Oct 2018 Requested update from the Region." Regional Investigation

PS 18-248 18-Jul-18 "IEO - DISCREDITABLE CONDUCT OFF DUTY

On 14Jul2018 approached when he appeared to be arguing with his girlfriend on CN railroad tracks. He became aggressive, belligerent and displayed threat cues to the officers. He refused to provide his name and only identified himself as a federal agent. RCMP state that he did not appear to be under the influence of alcohol; however they note that based on their experience that he may have been under the influence of some other substance(s).

Status: 30Aug2018 File closed, Disposition founded" Regional Investigation

PS 18-249 18-Jul-18 "BSO - Discreditable
Conduct - Off Duty and Misuse of Credentials

On 27 Jun 2018, an incident occurred with BSO at local Canadian Tire store with a cashier/manager and the were involved. BSO uttered threats to the cashier/manager and he allegedly flashed his badge to the cashier/manager. This information has not yet been disclosed to management.

STATUS: 14 NOV 2018 - Received an update from both allegations are founded.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-250 18-Jul-18 "BSO DISCREDITABLE CONDUCT ON DUTY

This file has been opened in relation to information revealed during PS 18-015.

Both files have been linked together.

Status: 06 May 2019 FOUNDED

" Regional Investigation

PS 18-251 19-Jul-18 "BSO - DISCREDITABLE CONDUCT OFF DUTY

On 07Jul2018 the BSO utilized the commercial crossing entry lanes specifically the FAST lane while off duty returning from the USA to avoid waiting in the NEXUS line up.

STATUS: 19Jul2018 Region is handling the file.

26Sep2018 File closed, allegation founded." Regional Investigation

PS 18-253 19-Jul-18 "A/SUPT - UNAUTHORIZED COMMENTS
& MISUSE OF SOCIAL MEDIA

The A/Supt made a comment on the CIU Facebook page in relation to the FB group signing their contract. The comment referenced ""desk riders and support folks finally got their contract signed on the backs of those people who are on the front line every day.""

STATUS:

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-14: Waiting on the region to provide update. Please request status from the at the monthly regional management meeting.

2018-OCT-17: Advised by the region that management is still conducting fact findings.

2018-OCT-09: Sent email to for the disposition.

19 July 2018 Region is handling the file." Regional Investigation

PS 18-254 19-Jul-18 "Supt. - Unauthorized Comments

Supt. said ""Fucking right"" in response to two officers who said they were going to fingerprint a subject. The comment was made while the employees were walking down the back hallway not far from the K9 office. When the one BSO confronted he immediately apologized.

STATUS: 29 OCT 2018 - Received the unfounded disposition from the region,

NEXT STEPS: Close the file accordingly." Regional Investigation

PS 18-255 19-Jul-18 "SUPT. - NEGLECT OF DUTY

Le 08juil2018 ASF à retrouvé un chargeur, incluant les balles de services, dans le panier de déchargement (dans la salle d'armement)du poste frontalier de . Il a été établie que le chargeur appartient au surintendant qui l'aurait oublié à la fin de son quart de travail le 8 juillet. Ce dernier a reconnue les faits.

Status: 19Jul2018 Dossier traité en région.

27Nov2018 m'informent que le dossier est clos et fondé." Regional Investigation

PS 18-258 19-Jul-18 "BSO - UNAUTHORIZED
COMMENTS; ACTIONS CONTRARY TO CBSA MANDATE/POLICY/REGS

The National Recognition Programs unit in HQ come across three ""kudos"" sent by to fellow colleagues that were unprofessional and demonstrate an inappropriate use of the peer to peer recognition tool.

STATUS: 07 SEP 2018 - Allegations are founded.

NEXT STEPS: Close file.

" Regional Investigation

PS 18-260 20-Jul-18 "OIDP - NEGLECT OF DUTY

On 18Jul2018 during the course of the last arming audit, it was determined that OIDP stored her magazines and ammunition in her locker as opposed to her assigned DASCO as per the arming Policy; as this can be considered miss-conduct I am forwarding for consideration for furtherance to PSI.

Status 20Jul2018 Regional file with

25Oct2018 DG informed me that file is closed, disposition founded." Regional
Investigation

PS 18-262 24-Jul-18 "A/CHIEF
UNAUTHORIZED DISCLOSURE

BSO was advised by an employee from that information pertaining to her recent request for accommodation was in an Apollo folder that was accessible by others.

A/Chief shared via email the accommodation documents regarding to the other Chiefs for sample of wording should they need to request a letter from a doctor.

The Marine Chief then put the documents in a folder that is intended for the 4 chiefs and director of the A/Chief immediately attempted to contact the owner of the folder to have the files deleted but was unable to contact them. The Regional coordinator for the Apollo project was contacted and he was able to access the folder and determine that incorrect security permissions were set up on the folder. The permissions were corrected, he also verified all the managers folders to ensure the appropriate permissions are in place. The coordinator determined that 4 employees accessed the folder that don't seem to have any reason for doing so and 2 employees accessed a file.

STATUS: 04 October 2018 Preliminary review completed and no adverse information was found. File returned to region. Awaiting final disposition " Regional Investigation

PS 18-263 24-Jul-18 "BSO - Neglect of Duty

On 11 Jun 18, BSO failed to attend her schedule shift and could not provide an efficient excuse for her absence. Although, the region believes that she may be suffering from issues which could be contributing to her frequent absenteeism.

Two previous incidents:

PS 15-270 - Regional Investigation - Discreditable Conduct - Off Duty - Impaired Driving Charge - Founded.

PS 18-098 - Regional Investigation - Neglect of Duty - Absenteeism - Unfounded.

STATUS: 27 SEP 18 - File closed with an allegation of founded.

" Regional Investigation

PS 18-267 26-Jul-18 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE/POLICY/REGS

On May 19, 2018 BSO ATTEMPTED TO ENTER THROUGH SECURITY
GATE 2. THE RCMP WERE MANNING THE GATE BECAUSE OF THE THE BSO WAS IN CIVILIAN
CLOTHES IN AN UNMARKED CBSA VEHICLE. ACCORDING TO THE RCMP HE INSISTED ON ENTERING THE PREMISES BUT REFUSED TO IDENTIFY HIMSELF. HE THEN TURNED AROUND AND LEFT THE AREA BUT THE SECURITY OFFICER RECORDED THE PLATE # AND THAT IS HOW THEY WERE ABLE TO LATER IDENTIFY THE BSO IN QUESTION.

STATUS: 26 July 2018 Region is handling the file." Regional Investigation

PS 18-268 26-Jul-18 "BSO - DISCREDITABLE CONDUCT
ON DUTY

This is related to complaint received following enforcement action. Complainant alleges that he does not understand how ""they"" can gang on him, accuse him of lying and that he feels he got a cranky agent. A letter was sent to the complainant to gather additional information regarding this incident and will be forwarded once obtained." Regional Investigation

PS 18-270 27-Jul-18 "BSO -Action Contrary
to CBSA Policy

On 03 Jul 2018, a had made a complaint to BSO supervisor claiming that he had mistreated his wife when she had travelled to Canada for family court over custody issues. The officer indicated that his wife was told by the BSO that, ""...we don't put children in cages like Americans"" and on her Facebook video post and her verbal complaint she stated that the BSO stated that ""...we grab Americans by the hair and throw them back to America"". The BSO has provided a different chain of interaction with stating that she made comments that indicated that CBSA officers ""can't do their jobs"" and that their jobs are a ""joke""". He admits that he became impatient with and lost his cool when she stated that Canada lets anyone in to the country. His response was that ""Yes we do, even Americans"".

STATUS: 20-SEP-2018 - Changed allegation to less severe allegations, Action Contrary to CBSA Policy.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-271 30-Jul-18 "Hearings Advisor, - ATIP
Violation - Neglect of Duty and Conflict of Interest

An ATIP request was conducted by Hearings Advisor for access to emails concerning himself. As a result of the ATIP request, Hearings Advisor sent a text to another employee that suggested they clean any emails they had concerning This text message was supplied to by another employee. The unit believes that there is no evidence to suggest that these emails were deleted. The region indicates that there is an interpersonal conflict between the two employees and ICMS has been considered.

STATUS: 09 SEP 2019 - Regional LR waiting for an update on leave. Received an update from the region that indicated that the employee would not return to work until 30 Oct 2019.

NEXT STEPS: Awaiting fact finding and disposition documentation upon return.

" Regional Investigation

PS 18-272 30-Jul-18 "SENIOR PROGRAM OFFICER - UNAUTHORIZED
DISCLSOURE / INTIMIDATION / THREATS

A letter from a member of the public alleging that he met and she provided a lot of unauthorized information to him.

on a dating site called Plenty Of Fish

Status: 20Sep2018 File closed, all allegations are unfounded.

" Regional Investigation

PS 18-276 31-Jul-18 " - Insubordination

Management has been having issues with regarding being late for work or not advising her superiors when not coming in at all. A meeting occurred and she was reminded that she must advise if she is to arrive late or can't make it to work because of medical/family reasons. During the meeting was loud and confrontational with management and also with an employee once she left the meeting.

STATUS: 12 Oct 2018 Requested final disposition from region " Regional Investigation

PS 18-277 31-Jul-18 " - Misuse of CBSA Databases

Management was made aware that has 2 other part time jobs outside of CBSA and have reason to believe that she is possibly using CBSA systems to conduct business.

Status: 2019-07-22 File complete - Unfounded"Regional Investigation

PS 18-279 01-Aug-18 "BSO BSO and BSO -
- Action Contrary to CBSA Policy

On 28 Jul 2018, BSO's were provided with an overtime shift from 0700-1300 hours but failed to work the entire shift and remain at their posted locations. Complaints were received from the public and CCTV video footage captured the BSO's changed out of uniform leaving the premises approximately half an hour early.

STATUS: 16 DEC 2018 - Received the founded disposition from the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-280 02-Aug-18 "BSO and 15 other BSO - - Discreditable conduct off duty

is the owner of a ""Party Bus"" that was alleged to have failed to report to secondary for examination. was the primary officer at the time of the incident and assumed the bus would stop at secondary since most bus drivers are aware that they are required to do so but once the bus was released by . they drove away and the 16 passengers never reported to CBSA."

Regional Investigation

PS 18-281 03-Aug-18 "CLERK - DISCREDITABLE CONDUCT ON-DUTY

Reported incident whereby an employee was late for her shift , it subsequently resulted in discussion between the employee and mgmt and a door being slammed.

2018-OCT-09: Sent email to for the disposition.

2018-AUG-07: File deemed regional." Regional Investigation

PS 18-282 07-Aug-18 "SBSO and BSO - Neglect of Duty

A passenger was referred to immigration and customs secondary by the primary officer. The immigration point officer did not refer the passenger into immigration, and allowed him to proceed to

the baggage hall. After collecting his luggage, the passenger heads towards exit point. The point officer refers him to the auxiliary point officer, who checks his passport and declaration card, and subsequently directs him back towards immigration. After wandering around the baggage hall for 40min without presenting himself to immigration, the passenger speaks to a [REDACTED] employee, who then walks with him to exit point. They approach the same exit point officer, who points towards secondary to refer the passenger. The [REDACTED] representative converses with the officer, and the officer releases the traveller without examination.

STATUS: 19 Oct 2018 Sent Region a request for Final Disposition." Regional Investigation
PS 18-283 07-Aug-18 "SBSO [REDACTED] BSO BSO GTA
- Neglect of Duty

On July 16, 2018, the subject of target [REDACTED] was processed in primary at 2049hr. The declaration card was properly coded for immigration referral. The pax proceeded to immigration point, where he was referred to immigration by immigration point officer. The pax starts heading towards immigration, but hangs back to observe the line exiting to the baggage hall. He rejoins the line and moves to the side further away from the immigration point officer. She notices him and tries to get his attention but he walked quickly away. The officer tries to get the attention of other officers at post-PIL, but they were occupied. The line for immigration point exit continues to keep moving during this time. At post-PIL, there was a group of approximately 11 officers performing roving functions as part of a roving training course. This includes the two facilitators.

The pax collects his luggage and heads for secondary exit point. The secondary point officer examines his declaration card and refers him to secondary. The pax turns to enter secondary, but then hangs back again to observe the exiting line. When the aux point officer was busy referring a group of travelers, the pax took the opportunity to walk around the group and exit main point.

After two hours with the referral outstanding in the system, the acting superintendent in immigration acquitted the referral.

STATUS: 19 Oct 2018 Requested an update with the Region for final disposition.
" Regional Investigation
PS 18-286 08-Aug-18 "BSO - ACTION CONTRARY TO
CBSA POLICY

Improper care and control of the employee's duty firearm ammunition and transporting the firearm without authority.

Region conducted fact finding and are advising us that the allegations are founded.

" Regional Investigation

PS 18-288 08-Aug-18 "BSO - DISCREDITABLE
CONDUCT ON-DUTY

was speaking to about work related issues when she started yelling at him, he could see that she was very angry, turning abruptly towards him, swinging back her chair, turning red and saying that she was angry. started speaking to him in an aggressive, vulgar, and offensive language. believes that yelling, getting angry, being aggressive, vulgar and using offensive language is inappropriate behaviour and general rudeness as described in the Code of Conduct.

STATUS: 2019-05-09 Waiting for final disposition from region. " Regional Investigation
PS 18-292 08-Aug-18 "CLERK - DISCREDITABLE CONDUCT ON-DUTY
AND MISUSE OF IT SYSTEMS
INFRASTRUCTURE OFFICER (DISCREDITABLE CONDUCT ON-DUTY AND MISUSE OF
IT SYSTEMS

During the course of the investigation PS 17-498 inappropriate emails (not related to the case) were found and secured in order to address them with the involved employees.

This new file is PS 18-292 and I'm the assigned analyst. The involved employees are and

Status: 05Sep2018 File transferred to region.

27May2019 DG informed me that the file is now closed and allegations are founded for both employees.

" Regional Investigation

PS 18-293 09-Aug-18 "DDH
AND MISUSE OF IT SYSTEMS

DISCREDITABLE CONDUCT ON-DUTY

During the course of the investigation PS 17-530 four inappropriate emails (not related to the case) were found and secured in order to address them with the involved employees.

Allegation 1: Discreditable conduct on-duty for contributing to a demeaning behavior towards colleagues.

Allegation 2: Misuse of IT systems for using CBSA email system to contribute to a demeaning behavior towards colleagues.

Status: File closed 27Dec2018 Unfounded

" Regional Investigation

PS 18-296 09-Aug-18 "BSO
NEGLECT OF DUTY

On the evening of July 25, 2018 Officer [REDACTED] was processing a family of 5 in secondary area in [REDACTED] and required the verification of the Confirmation of Permanent Residence documents [REDACTED]. Officer [REDACTED] admitted noticing that one of the female traveller's documents all stated MALE for gender, including her passport. Officer [REDACTED] was uncomfortable asking this female traveller to confirm if the gender notation was an error on the documents. Officer [REDACTED] completed all the documentation, stamped them and allowed the family of 5 entry into Canada, knowing there was a discrepancy, but omitted to verify with the traveller in front of him.

2018-OCT-10: Sent email to [REDACTED] for the status.

2018-OCT-03: File deemed regional upon receipt of initial referral. Waiting on disposition from the region.

" Regional Investigation

PS 18-303 15-Aug-18 "BSO

- ASSAULT REPORTED INFO

Potential Assault and/or Violence in the Workplace Case. PSI Management needs to determine if this case if being taken on or referred for Violence in the Workplace

2018-SEPT-25: Still waiting on the disposition for this matter.

2018-AUG-22: Region provided fact findings that were conducted and indicated that the violence in the workplace was being dealt with at the regional level. Management in concurrence to return the file back to the region to proceed locally. Advised this am via email that the region can proceed locally and to advise us once disposition has been determined." Regional Investigation

PS 18-307 20-Aug-18 "BSO

- THEFT OF FINANCIAL ITEMS

- DISCREDITABLE CONDUCT ON DUTY

A member of the public submitted a complaint through the CBSA Complaints Unit using the on-line submission form. The couple's itinerary had them in Indiana then upstate Michigan, from there they planned to cross into Canada to Niagara Falls and then travel to Pennsylvania for a shooting competition and then South Dakota for the Harley Davidson Sturgis motorcycle rally. They informed the Primary officer of the guns, motorcycles and they were carrying \$30K in US. The Officer searching the vehicle had little to no experience handling the guns. They kept calling to him to handle the guns different. One side of their gun safe had a stuck lock so the husband was allowed to try and open it. However, during this process the BSO put one hand on the travellers shoulder and his other on his duty firearm. After leaving the POE the woman was putting things back in place in the truck and realized a banded packet of \$2000 and a paper clipped \$1000 bundle were missing. The money was under a mat in the console and not visible unless you removed stuff which he did.

STATUS: UNFOUNDED

" Regional Investigation

PS 18-310 23-Aug-18 "BSO
DISCREDITABLE CONDUCT ON DUTY

- CONFLICT OF INTEREST AND

BSO has an escape room business and has recently been caught using the office printer to print Pay Pal documents related to his business. In addition there is a ""well known rumour"" that he

conducts business related to his escape room including placing phone calls using the port phone while on shift. He has been given a counseling session as a result.

STATUS: FOUNDED

" Regional Investigation

PS 18-311 23-Aug-18 "BSOs and OIDP - NEGLECT
OF DUTY

Video review shows that subjects of a lookout were not examined in secondary.

It is alleged BSO indicated to the travellers that they should proceed to the secondary area. Instead, the travellers exited the baggage hall with the passengers who were free to leave. OIDP was scheduled on auxiliary point at that time.

Notes in ICES indicated that BSO closed the ICS referrals on BSO behalf.

The Region requests that the incident be handled locally. They aim first to understand the circumstances under which the travellers were able to exit the baggage hall after being referred for secondary examination. Second, they aim to understand why the referral was reported as examined and closed.

Status: 19 Oct 2018 Waiting for an update from the Region." Regional Investigation

PS 18-313 24-Aug-18 "BSO - DISCREDITABLE
CONDUCT OFF DUTY

As a result of an investigation X REF PS 18-284 into code of conduct allegations involving BSO information was found in a book authored and published by which could be harmful to the reputation of the CBSA and its officer/employees.

Status: 2019-09-19 En suspens administratif sans solde - entrevue a eu lieu 26-08-19 - en attente du rapport des normes" Regional Investigation

PS 18-314 24-Aug-18 "BSO BSI
DISCREDITABLE CONDUCT OFF DUTY

As a result of an investigation X REF PS 18-284 into code of conduct allegations regarding BSO
it was found that, authored and published a book in which he used the name
of BSI as a character reference.

BSI provided a written reference regarding the BSO's abilities, competencies.

Status: 2019-09-19 En suspens administratif sans solde - entrevue a eu lieu 26-08-19 - en attente du rapport des normes" Regional Investigation

PS 18-315 27-Aug-18 "BSO UNAUTHORIZED COMMENTS

PROPOS INNAPPROPRIÉS ET MENACANTS ENVERS UNE CLIENTE.

la plaignante a logé une plainte à

Status: 27Aug2018 Dossier traité en région.

27Nov2018 m'informent que le dossier est clos et fondé.

" Regional Investigation

PS 18-317 28-Aug-18 "ASF SURINTENDANT
ASF INSPECTEUR DISCREDITABLE
CONDUCT, HARASSMENT

Au cours de son enquête du dossier PS 17-420, l'enquêteur a soulever des allégations additionnelles:

2019-FEB-19: Waiting on disposition from the region.

2019-JAN-07: Still waiting on disposition from the region.

2018-DEC-10: Waiting on Region to confirm disposition for each respondent.

2018-NOV-14: Waiting on region to provide outcome. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-19: File is with the region to proceed locally. Waiting on region to advise of disposition.

" Regional Investigation

PS 18-318 28-Aug-18 "IEOD · Unauthorized Access to Physical Area

On 11 Aug 2018 at 1115 hours, EIOD Officer attended secondary on her day of rest to socialize with BSOs without the employer's permission. Her current work location is in Inland Enforcement at BSO indicated that she may have been intoxicated and that she was wearing her CBSA ID while in plain cloths. BSO indicated that she utilized the counter to steady herself while at his booth. In addition, he did not even know her.

STATUS: 20 AUG 2019 - Received an update from LR. Allegations were founded, no fact finding documents were submitted.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-321 04-Sep-18 "TARGETING OFFICER - DISCREDITABLE CONDUCT ON DUTY

TARGETING OFFICER - DISCREDITABLE CONDUCT ON DUTY

TARGETING OFFICER AIT - DISCREDITABLE CONDUCT ON DUTY

An alleged incident of discreditable conduct on duty (inappropriate comments) between the parties of the All the employees involved are currently working at

The manager has done a fact-finding meeting; inconclusive information to proceed with discipline.

Initial reporting of incident via LR -> SPSA. SPSA advised individual to request a BSF773 to be filled out and the fact-finding to be provided.

STATUS: INCONCLUSIVE

" Regional Investigation

PS 18-322 04-Sep-18 "OIDP
INTEREST

- CONFLICT OF

Agent Stagiaire des Services frontaliers, était à son poste, plus précisément aux bornes PIK.

- occupait le poste de AR (agent de renvoi) et était alors assis à une guérite
- surintendant, était présent au primaire pour demander du surtemps.
- a observé se lever de sa guérite et se diriger vers un couple qui venait de terminer les procédures aux bornes PIK.
- a sorti un homme et une femme voyageant ensemble du processus normal de la douane au primaire pour les amener directement à son comptoir.
- a discuté quelques minutes avec les passagers
- a quitté son poste au primaire et a escorté les deux passagers au niveau des arrivés.
- a suivi d'une certaine distance l'agent et les deux passagers.
- s'est arrêté en bas des escaliers menant à la zone des carrousels et a discuté avec les passagers pendant une ou deux minutes.
- a remarqué la présence de et est venu lui dire qu'il accompagne son cousin et qu'il souhaitait l'escorter à la sortie.
- a expliqué à qu'il ne doit pas interférer avec le processus douanier lorsqu'il s'agit de personnes qu'il connaît.
- a indiqué à qu'il comprenait et qu'il attendrait les passagers de l'autre côté de la sortie.
- a procédé avec les passagers jusqu'à la zone de sortie. Il a pris le corridor à côté des deux passagers.
- a marché le long du corridor de la sortie à la même hauteur que les deux passagers.
- s'est arrêté après avoir traversé les comptoirs de la sortie et attendait les deux passagers qui remettaient leur reçu PIK.
- atteste qu'il était facile pour les agents en poste à la sortie de déduire que l'agent accompagnait les deux passagers.

Une demande d'autorisation pour l'utilisation d'enregistrement audiovisuel a été complétée et soumise le 2018-08-21.

La demande d'autorisation pour l'utilisation d'enregistrement audiovisuel a été approuvé le 2018-08-24.

Le visionnement de l'enregistrement audiovisuel a permis de confirmer ce qui a été observé par

2019-AUG-07: As per the region, employee is stil on leave with a return to work date

2019-JUN-25: Region needs to provide disposition.

2019-JUN-05: As per they are waiting on direction from LR (other ongoing file with this employee)

2019-APR-10: Region advised the matter is being addressed with LR.

2019-MAR-04: File still ongoing with LR.

2019-FEB-19: Region needs to provide outcome.

2019-JAN-07: Still waiting on disposition from the region.

2018-DEC-10: Region to confirm disposition. Other ongoing matter involving same employee for which region is waiting to determine end of employment.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-19: File is with the region to proceed locally. Waiting on region to provide dispositon."
Regional Investigation

PS 18-323 05-Sep-18 "BSO - Discreditable Conduct - On-Duty

A member of the public made a complaint that while being processed at PIL by BSO was rude, condescending and unprofessional.

STATUS: 15 NOV 2018 - Received FF documentation and disposition of unfounded.

NEXT STEPS: Closed file accordingly." Regional Investigation

PS 18-324 05-Sep-18 "BSO - CONFLICT OF INTEREST

BSO may have attempted to influence an officer to not collect taxes on an importation made by a family member. Taxes were ultimately collected on the importation.

The region requests assistance in determining whether there is information to support the allegation or to support further review.

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the Prairie region at the monthly regional management meeting.

2018-SEPT-27: Ongoing prelim. Next step: Mailbox review to ascertain if there is/was any communication between our BSO and his brother/other CBSA employees regarding brother's importation of goods into Canada or any email sent to influence the process." Regional Investigation

PS 18-325 07-Sep-18 "Chief Supt. BSO and
BSO - Misuse of Duty Firearm - Arming Policy

and is contrary to CBSA SOP on Agency Firearms and Defensive Equipment section 7.0.13(a.). A couple of these of the officers are also alleged to have kept their duty firearm on for a lengthy amount of time after the operation was completed.

STATUS: 18 NOV 2018 -The disposition of founded for was received from the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-327 10-Sep-18 "BSO - UNAUTHORIZED DISCLOSURE

BSO is alleged to have provided information regarding a person to USCBP and the SQ.

The region has requested to deal with the situation locally.

Status: File closed on 27Sep2018, Disposition Founded." Regional Investigation

PS 18-328 10-Sep-18 "BSO - MISUSE OF IT SYSTEMS
CUSTOMS INSPECTOR - MISUSE OF IT SYSTEMS, NEGLECT OF DUTY

est arrivé a pieds a la fin du quart de travaille de Il avait en sa possession une lettre de son officier de probation qui l'autorisais a venir au Canada pour les funérailles a son père et une preuve de citoyenneté canadienne. Il n'avait pas de passeport alors a entré le nom manuellement. est allé assister et a avisé que le était vraiment décédé. a jugé évident que ne pouvait pas apporter rien de gros a cause de ca tenu vestimentaire et vu qu'ils n'avaient pas vu l'avis de quets, a décidé de le laisser aller.

a admis qu'il n'était pas sorti (Log out) du système IPIL avant que prenne le primaire. C'est pour ça que dans le système ça parait que c'est qui est au primaire.

The region requests to deal with this locally

23Oct2018 DG Allegations founded. File closed." Regional Investigation

PS 18-329 10-Sep-18 "ASF
- ACCUSATION POTENTIELLE DE VOIE DE FAITS CONTRE UN AGENT DE LA PAIX

L'agente est cédulée au travail le 12 sept et la gestion locale aura besion des détails de l'incident avant de prendre unde décision quant à sa situation d'emploi et au

Status:

03Oct2018 Prelim - Demande de rapport de

06May2019 DG m'informe de ceci : Dossier de voie de faits envers un agent de la paix (conduite extérieure). Absolution inconditionnelle mais du côté relations de travail, il y a inconduite. En processus de détermination du caractère blâmable ou non car de la consommation (dépendance) serait en jeu. Nous attendons une confirmation médicale.

21May2019 DG Dossier est clos et non fondé.

" Regional Investigation

PS 18-334 12-Sep-18 "SENIOR ATIP ANALYST
CONDUCT ON DUTY - DISCREDITABLE

A preliminary review of ' work time has led to unexplained low productivity. Following management's follow-up with the employee, left for the day, then unexpectedly cleared out his desk over the weekend and has not returned to his post.

The region is requesting an Internet activity report for July-August (all days and times) to assist with the review.

Status: Will be completed week of Oct 15 2018

" Regional Investigation

PS 18-337 13-Sep-18 "BSO - GESTES CONTRAIRES AU
MANDAT/POLITIQUE/REGLEMENTS

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BSO - GESTES CONTRAIRES AU MANDAT/POLITIQUE/REGLEMENTS

Le 01Sep2018 4 ASF du se sont engagés dans une poursuite automobile suite à un défaut de se présenter (Run the Port). Ils n'ont pas cessé la poursuite même lorsque la fut appelé et soit intervenue.

Status: 20Sep2018 Regional - File with until conclusion.

12Dec2019 Vant m'informe que le dossier fondé mais sans disposition.

Dossier fermé.

" Regional Investigation

PS 18-338 13-Sep-18 "SURINTENDANT - GESTES
CONTRAIREAU MANDAT...

BSO GESTES CONTRAIREAU MANDAT/POLITIQUES/REGLEMENTS

BSO - GESTES CONTRAIREAU MANDAT/POLITIQUES/REGLEMENTS

BSO - GESTES CONTRAIRE AU MANDAT/POLITIQUES/REGLEMENTS

BSO - GESTES CONTRAIRE AU MANDAT/POLITIQUES/REGLEMENTS

Le 11Sep2011 1 surintendant et 4 ASF du qui se sont engagés dans une poursuite automobile afin de rattraper une automobiliste qui circulait en sens contraire de la circulation sur l'autoroute 15 Sud.

Status: 18Sep2018 Regional file - File with [\[REDACTED\]](#) until conclusion.

12Dec2019 Vant m'informe que le dossier fondé mais sans disposition.

Dossier fermé.

" Regional Investigation

PS 18-339 13-Sep-18 "SENIOR PROGRAM OFFICER - MISUSE OF
GOVERNMENT PROPERTY

Numerous unauthorized charges and cash withdrawals on the employee's government travel credit card dating back to November 2017.

allegation to be discussed: financial vs. Property

Status: 2019-07-22 File complete - Founded" Regional Investigation

PS 18-340 13-Sep-18 "BSO - BREACH OF TRUST, NEGLECT OF DUTY

It is alleged that [REDACTED] was aware for many years that a subject who was to be removed from Canada was from Tanzania instead of Somalia as believed by the CBSA.

The subject's wife alleges she indicated this to many years ago and reports that told her at the time to ""never bring this up and don't open that can of worms""

Status: 03Oct2018 Regional - File with region for fact finding.

Next step: Unfounded - File closed 19Nov2018

" Regional Investigation

PS 18-342 17-Sep-18 "BSO - ABUSE OF AUTHORITY

SUMMARY: Following a complaint from a member of the public, BSO is alleged to have abused his authority by being rude and discourteous and by improperly issuing a NExus violation against the traveler.

Status: 18Sep2018 File returned to region until conclusion.

Next Step: I will inform us of the outcome once the file is completed.

Status 01Feb2019 DG informed me that the file is closed, unfounded." Regional Investigation

PS 18-344 21-Sep-18 "BSO - NEGLECT OF DUTY

An enhanced complaint mechanism (ECM) complaint was received from a member of the public alleging that BSO did not follow policy and procedure related to a digital device examination. The region has conducted a fact finding on the ECM complaint and believes it is founded.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting. " Regional Investigation

PS 18-346 25-Sep-18 "BSO - MISUSE OF DATABASE

On 2018-09-23 BSO is alleged to have made an ICES query on a person that was not present at the POE. The BSO admitted to the A/Shift Supt. that he queried the name but says he did not open the lookout on the name that appeared in the system. He was not aware that the lookout was opened and listed to his ICES user ID. " Regional Investigation

PS 18-347 26-Sep-18 "A/Project Coordinator Criminal Association

On 17 Sep 2018, CBSA IEO was notified by that employee was present at the residence of a noise disturbance complaint. When attended a Mexican foreign national with an outstanding warrant for arrest was present with seven other Mexican foreign nationals and identified herself as a CBSA employee. No report was received by the region indicating that she self-disclosed the incident.

STATUS: 21 NOV 2018 - Region working employee. Close file accordingly.

NEXT STEPS:

" Regional Investigation

PS 18-349 27-Sep-18 "BSO - NEGLECT OF DUTY, LOSS OF
GOVERNMENT PROPERTY

BSO is alleged to have lost a commercial duty cheque for \$162.16. BSO working the commercial desk to replace officers on leave, processed the client in question but did not know how to process the payment and did not seek instruction on how to do so. The cheque was placed on the desk and then misplaced.

Status: 15Feb2019 DG File closed 15Feb2019 - Unfounded" Regional Investigation

PS 18-351 01-Oct-18 "COMMUNICATIONS OFFICER . A/SUPERINTENDENT
- ACTION CONTRARY TO MANDATE / POLICY / REGS

A traveller contacted in the process of seeking entry into Canada and disclosed to him that he had criminal charges from 15 years ago on his record. is alleged to have gone outside the scope of his position by asking A/Supt. to run the name of this traveller in a CBSA system in order to determine his admissibility. A/SUPT. is alleged to have improperly provided the requested information.

Status: 30Nov2018 DG File closed, allegation founded for both employees." Regional Investigation

PS 18-352 01-Oct-18 "IEO's - Misuse of Duty
Firearm and Intimidation

On 28 Feb 2013, allegedly IEO attended a client's residence and entered the residence unlawfully. It is alleged that IEO pointed his firearm at the client's her while IEO searched the premises. The complaint was received from the client's daughter who indicated that her mother had suffered since the incident and is not fluent writing in English, thus the complaint letter from her daughter.

STATUS: 24 OCT 2019 - Received confirmation that LR will obtain FF report. Forwarded FF report request. Manager requested status update. Request the FF docs. Received a closure notice from the region but no fact finding documentation. The region working on FF documentation.

NEXT STEPS: Review the FF and disposition documentation.

" Regional Investigation

PS 18-360 09-Oct-18 "MANAGER - NHQ REGION - ACTION CONTRARY TO
MANDATE/POLICY

Employee is located in

Two employees have complained to A/DG. about approach to staff: Rudeness; disrespect; controlling; micromanaging; not allowing them to speak to one another. Neither one has used the term ""harassment." They indicate staff have retired or gone on LWOP because of this behaviour and that the issues have been going on for years. ICMS was brought in and conducted a workplace assessment; it is unclear whether there has been improvement and staff continue to complain.

believes a 3rd party investigation is necessary as staff don't trust management to deal with this issue. She also requests advice on whether to remove from the workplace while an investigation is ongoing. She was advised by Mgr. that we might not provide this advice.

2019-FEB-12: Region needs to provide outcome.

2018-DEC-10: Still awaiting disposition form the region.

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-18: File deemed regional. Returned to the region to deal with locally. " Regional Investigation

PS 18-361 10-Oct-18 "ASF - UTILISATION ABUSIVE DE L'ARME A FEU DE SERVICE

En vérifiant si une balle retrouvée dans la salle d'armement était la sienne, ASF se serait tournée vers le mur dans la salle PIRS et aurait pointé l'arme vers ce mur pour effectuer la vérification. Il se trouvait à ce moment deux surintendants travaillants dans le bureau de l'autre côté de ce mur, et ce n'était pas un endroit déterminé sécuritaire pour pointer une arme à feu.

La région aimerait que ce soit traité comme un cas d'inconduite présumée, et aimerait que l'incident soit traité localement.

Status: 10Oct2018 DG regional avec

12Dec2019 Vant m'informe que le dossier est fondé. Dossier fermé. "Regional Investigation

PS 18-363 11-Oct-18 "BSO - Unauthorized Disclosure

BSO processed a flight boarded by singer on 12 Sep 18. BSO . The flight information was allegedly disclosed to who are fans of The flight information was not known to the public. They were present at the airport upon the arrival of the flight and allegedly asked to wave to his BSO overheard BSO indicate that his would be present at the airport.

STATUS: 26 NOV 18 - Received FF documentation and a founded disposition from the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-365 12-Oct-18 "BSO - INTOXICATION IN THE WORKPLACE/DISCREDITABLE CONDUCT ON DUTY

On BSO appeared to be intoxicated in the workplace, exhibiting confused and abnormal behaviour, lacking proper coordination, stating he was having physical problems, was not intoxicated, but had consumed something.

Status: The region requests to deal with this file locally.

EMPLOYEE RETIRED" Regional Investigation

PS 18-366 12-Oct-18 "BSOs'

ACTION CONTRARY TO MANDATE/POLICY/REGS, MISUSE OF SOCIAL MEDIA RELATING TO CBSA.

These BSOs allegedly posted inappropriate/disparaging comments about the CBSA on a public Facebook page owned by a union leader.

BSO is alleged to have made his post while in a PIL booth, on a personal electronic device.

The region requests that ""PS conduct the fact finding...due to the current relationship local management has with the author of the original [Facebook] post and the complexities of the case""

18Oct2018 DG I sent an email to asking her to reconsider the allegation against
Waiting for confirmation.

Status: 08Apr2019 DG Closure Notice received. Allegations founded. File closed." Regional
Investigation

PS 18-367 15-Oct-18 "BSO - ACTION CONTRARY TO
MANDATE/POLICY/REGS

BSO - ACTION CONTRARY TO MANDATE/POLICY/REGS

BSO allegedly knocked over a drop box while driving a CBSA marked vehicle. BSO
was a passenger. The vehicle left the parking lot in question without stopping, leaving
employees to gather the spilled box contents and put the box back in place. Neither BSO reported the
incident. The Superintendent was informed by and upon inspection of the vehicle noted that
there was blue | paint on its bumper.

Management began a fact finding before the incident was reported to SPSA.

STATUS: FOUNDED |

UNFOUNDED " Regional Investigation

PS 18-368 15-Oct-18 " Supt. - - Discreditable
Conduct - On Duty

While travelling from Edmonton to Calgary for training with Supt. observed Supt
intoxicated and she was unable to drive as result.

STATUS: 19 NOV 2018 - Reviewed FF documentation and disposition of founded.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-370 15-Oct-18 "IEOs . DISCREDITABLE CONDUCT
ON DUTY; ACTIONS CONTRARY TO MANDATE/POLICY/REGS

Inland enforcement supervisor alleges the IEOs committed discreditable conduct on duty related to a particular case. The alleged incidents of discreditable conduct/action contrary to mandate/policy/regs are as follows:

- Berating on to occasions in relation to his handling of the case
- Swearing at in a public area outside the office
- Disrespectful comments regarding with regard to handling of the 2016 case

- Failure to follow direction as per Operational Bulletin (PRG-2018-23) related to Detention Oversight on two occasions
- Disrespectful behaviour toward supervisors

The region has already completed several fact finding interviews and would like to continue to handle to case regionally. " Regional Investigation

PS 18-373 19-Oct-18 "ASF - MANQUEMENT, SOIN, ET UTILISATION
DES BIENS ET ACTIFS DU GOUVERNEMENT

ASF aurait mise en vente sur Facebook ce qui serait présumément le bottes d'uniforme de lASF fournies par l'employeur.

La région estime avoir suffisamment d'éléments pour procéder localement.

Status: 12Dec2019 m'informe que le dossier est fondé. Dossier fermé. " Regional Investigation

PS 18-374 19-Oct-18 "Unknown Respondent - Atlantic Region - Action Contrary to Mandate/Policy/Regs

An unknown employee pasted a photo of a colleague's motorcycle club badge on a CBSA poster that identified various outlaw motorcycle gang badges.

STATUS: 06 NOV 2018 - Received the disposition of unfounded from the region.

NEXT STEPS: Close file accordingly

" Regional Investigation

PS 18-375 19-Oct-18 "BSO - Misuse of Government Property - Misuse of Firearm - Action Contrary to CBSA Mandate/Policy/Regs

BSO [REDACTED] took vacation in the middle of his shift to get his hair cut. It is possible that he went in his CBSA uniform and potentially with his tools including his firearm. A government vehicle was used to transport BSO [REDACTED] to his appointment.

STATUS: 12 FEB 2019 - Reviewed FF documentation.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-378 22-Oct-18 "BSO - NEGLECT OF DUTY

The point officer missed referring a lookout to secondary. The traveller was a red box at PIK. Region has already done a fact finding.

STATUS: FOUNDED" Regional Investigation

PS 18-379 22-Oct-18 "BSO .
DUTY

- NEGLECT OF

Missed lookout - not referred to secondary by BSO who was the Point Officer.

The region has already done a fact finding.

Status: 01 Nov 2018: waiting for Regional results on disposition.

Next Step: Open source to be performed once lookout # is provided.

Status: 05 Nov 2018 - e-mail from region indicating that the allegation is founded and the case is closed."Regional Investigation

PS 18-380 22-Oct-18 "BSO

- NEGLECT OF DUTY

Missed lookout - was not referred to secondary by BSO who was the Point Officer.

The region has already done a fact finding.

Status:

06 Mar 2019: case closed, founded.

04 Mar 2019: Asked the region for an update.

22 Nov 2018: ""the employee is on language training until the new year, and they will not pursue a fact finding with him until he returns"".

01 Nov 2018: waiting for Regional results on disposition.

Next Step: Open source to be performed once lookout # is provided" Regional Investigation

PS 18-381 23-Oct-18 "BSO -
TO CBSA

- MISUSE OF SOCIAL NETWORKING RELATING

BSO made a public Facebook post related to IPIL. The post included a video meme that made reference to how frustrating it is for work equipment not to work properly. Her comment when sharing the video meme was ""When the document reader doesn't work in IPIL! Whose with me?""

2018-NOV-14: Waiting on the region to provide disposition. Please request outcome from the region at the monthly regional management meeting.

2018-OCT-26: File discussed at weekly new case referral meeting where it was determined that the file can proceed locally. Advised region to deal with the matter regionally. Requested disposition once completed.

" Regional Investigation

PS 18-382 23-Oct-18 "AGENT PRINCIPAL - CONDUITE
DÉSHONORANTE APRES LES HEURES DE TRAVAIL

Pendant une altercation en voiture après les heures de travail, AGENT aurait ""argué de son poste d'agent au gouvernement fédéral"" et que ceci avait été capté sur vidéo. Le plaignant est représenté par une avocate, Me. Ilana . a indiqué que avait poursuivit son client en justice, et son client avait été acquitté.

Status: 2019-09-19 File suspended since employee is on leave. Region will conduct fact finding once he returns to work." Regional Investigation

PS 18-384 24-Oct-18 "BSOs -
THEFT OF ASSET, PUBLIC

a member of the travelling public, has accused CBSA personnel at of stealing a \$6,000. diamond ring that he states was in his luggage. The date of the alleged incident was 28 Feb 2018.

alleged that during his interaction with CBSA personnel, a diamond ring was taken from his carry-on luggage. has reached out to

The region requests to handle this case locally.

STATUS:

06 May 2019: As per Update document (e-mail attached) this case is now closed as unfounded:

* 2019 APR 3 - Management has advised that the matter has been investigated and closed.

* 2019 MAR 28 - LRA had a quick meeting at with Chief and two Supts - they are satisfied that 6 named in are cleared, however, Supts reviewed extensive footage with other unidentifiable officers - LRA advised that they need to engage the Director as the allegations were related to the ones that were on LR to reach out again.

" Regional Investigation

PS 18-385 25-Oct-18 "BSO - UNAUTHORIZED DISCLOSURE

BSO was a witness in the PSI investigation of PS 18-104. It is alleged that he subsequently discussed the case and his interview with a colleague, BSO who then reported the disclosure.

STATUS: FOUNDED" Regional Investigation

PS 18-386 25-Oct-18 "ASF - MANQUE DE PROFESSIONALISME/
MAUVAISE UTILISATION DES RÉSEAUX ÉLECTRONIQUES / HARCELEMENT

ASF a présumément utilisé un outil électronique de reportage de l'ASFC dans ce qui semble être un dessein diffamatoire à l'endroit d'une surintendante.

La région estime avoir suffisamment de preuves pour traiter le cas localement. Ils auront possiblement besoin de l'assistance des normes professionnelles pour effectuer des recherches dans les différents systèmes de l'ASFC.

STATUS:

29 Jan 2019 - Results from region: founded - file closed.

05 Dec 2018 - Manager confirmed with region that the file is on-going - waiting for results.

01 Nov 2018: forwarded to region for their investigation and action - waiting for results."
Regional Investigation

PS 18-388 29-Oct-18 "SENIOR RESEARCH SCIENTIST -
INSUBORDINATION

1) On 29 Oct 2018, the Security and Professional Standards Section received the following referral:

""ISTB employee wanted to work on a new feature in the TOPS Project. He was requested not to do so by Manager Employee sent an e-mail to consultant asking them to implement the feature. Manager states: ""This is not an isolated case.""

2) On 08 Nov 2018, SPSA received an e-mail reporting a second instance of possible insubordination - ""New Incident: Sharing Overloaded Graphs"".

The region believes they have enough information for the fact finding.

STATUS:

04 Feb 2019: allegation is founded - case closed.

12 Dec 2018: sent follow up e-mail requesting to be updated when available.

01 Nov 2018 : Sent e-mail to region advising to perform their own investigation - waiting for result/action.

" Regional Investigation

PS 18-389 30-Oct-18 "AGENT D'EXECUTION DE LA LOI
CONTRAIRE AU MANDAT/POLITIQUE/REGLEMENTS - GESTE

Suite à une plainte, il a été confirmé auprès de l'employé qu'il aurait émis un commentaire désobligeant sur le Facebook du SDI au sujet d'une employée de l'ASFC récemment soupçonnée de corruption. "

Regional Investigation

PS 18-390 30-Oct-18 "ASF - AUTO-DIVULGATION (VOIE DE
FAIT)

ASF a divulgué son arrestation pour violence conjugale. La date du tribunal est fixée au 2019-01-30.

Son arme à feu a été transférée dans un DASCO non-administratif avec les outils.

12 Sep 2019 note: ""

STATUS:

12 Sep 2019: la date est maintenant repoussée au 10 janvier 2020
23 May 2019: received update from region -
19 Mar 2019: case
13 Mar 2019: - waiting for results.
05 Mar 2019: sent update request to region - waiting for results.
12 Dec 2018: e-mail to region requesting to be kept in the loop - follow up.
05 Dec 2018: manager confirmed with region that file is on-going.
- waiting for results." Regional Investigation
PS 18-391 30-Oct-18 " Assistant Director - CBSA Parking Violation

The AD has been observed parking in a paid CBSA port vehicle spot. The Director spoke with in August 2018 and advised the AD to cease parking in that spot, however the AD has not ceased this practice.

The region considers this a very sensitive issue and has obtained photos of the AD's vehicle with license plate.

STATUS: 06 FEB 2019 - Reviewed the FF documentation and disposition.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-392 31-Oct-18 "BSO - ACTION CONTRARY TO
MANDATE/POLICY/REGS

BSO left CBSA property in a CBSA vehicle to follow a vehicle that ran the port.
Supt. was added as a respondent at a later date.

Fact finding, additional details/reports requested from the region.

Status:

04 Mar 2019: requested update from region.

28 Nov 2018: waiting for regional results." Regional Investigation

PS 18-393 31-Oct-18 " - NEGLECT OF DUTY - ARMING
POLICY

It is alleged Officer left his locked firearm with 3 prohibited magazines, DASCO key and cable lock key in an open DASCO while at this 3 year recertification in Rigaud.

The region requests to handle this locally.

Status: 2019-05-09 Waiting for final disposition from region" Regional Investigation

PS 18-394 01-Nov-18 "INSTRUCTEUR DES SERVICES FRONTALIERS
INSUBORDINATION -

Il est présumé que n'a pas relâché sa classe et ne s'est pas présenté la journée du 22 octobre 2018 pour la session du ""all staff.""

La gestion locale va procéder avec la recherche de faits et rencontre pré-disciplinaire.

Status: 01Nov2018 DG Dossier avec du début à la fin.

15Nov2018 DG Region sent a closure notice. Insubordination founded. File closed." Regional Investigation

PS 18-395 01-Nov-18 "Enforcement Assistant - Criminal Association and Misuse of Credentials

On 28 Oct 2018, an Enforcement Assistant was stopped by with a known individual with previous trafficking charges indicated within a CPIC verification.

identified herself utilizing her CBSA photo ID.

EXPLANATIONS:

- had not known that the subject,
- indicated that she only knew that
- indicated that she has not had contact with since Nov 2018.
- indicated that she had met at a bar, and she was dating him but that during this incident it was their second date.
- indicated that she had only known him for about a month.
- stated that she had no other personal identification to supply for so in order to provide ID she used her CBSA ID.
- stated that she did not disclose to that she worked specifically for CBSA but rather that she worked for the Federal Government in Immigration.

STATUS: 09 AUG 2019 - Allegations of Misuse of Credentials are founded. Updated LR on findings and region to deal with ID issue locally since there is no on-going criminal association with the subject.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-397 05-Nov-18 "BSO - UNAUTHORIZED DISCLOSURE/MISUSE OF
SOCIAL NETWORKING RELATED TO CBSA

An individual took a photo of the POEMS screen at the Windsor Tunnel on 2018-10-13 and shared it via social media.

The complainant alleges that this action led to him being removed as a Union Steward.

STATUS: 19 Dec 2018 Employee is on LIA" Regional Investigation

PS 18-399 05-Nov-18 "BSO /
UNAUTHORIZED DISCLOSURE

It is alleged that BSO may have provided sensitive internal CBSA information to a member of the public regarding the that has since been retired.

STATUS: 20 Dec 2019 | has returned to work, Region will conduct fact finding.

" Regional Investigation

PS 18-400 05-Nov-18 "BSO /
CONTRARY TO MANDATE/POLICY/REGS - ACTION

A member of the public, alleges that BSO neglected his (now retired) jeopardizing the

STATUS: UNFOUNDED

" Regional Investigation

PS 18-402 09-Nov-18 "BSO - DISCREDITABLE CONDUCT ON DUTY

a CFN complaint was received from a member of the public alleging that BSO was rude, hostile, and abrupt with them at Primary on 2018-10-27. Regional management notes that this is the 3rd similar complaint against the BSO in the past 12 months.

The region can handle this locally.

Status: 04Dec2018 File closed, Unfounded" Regional Investigation

PS 18-404 13-Nov-18 "BSOs - DISCREDITABLE
CONDUCT ON-DUTY

On 2018-10-05 BSO made rude comments to and swore at Supt. while discussing an OT situation. " Regional Investigation

PS 18-406 13-Nov-18 "BSO
MANDATE/POLICY/REGS - ACTION CONTRARY TO CBSA

While dealing with a lookout at primary, BSO is alleged to have contacted officials directly regarding the traveller instead of contacting E&I as directed.

The region can deal with this locally.

Status: 12Mar2019 DG File has been concluded - founded - corrective measures taken." Regional Investigation

PS 18-408 14-Nov-18 "BSO - REGIONAL FILE UNDER HARASSMENT POLICY

BSO has made harassment allegations under the TBS Harassment Policy against BSO. It is alleged BSO has made inappropriate and insensitive comments regarding race and sexual orientation. The region is also questioning whether Supt. who was made aware of the allegations, took appropriate action to resolve the issues.

As this has been submitted under the TBS harassment policy, the region is submitting this for SPSA's information only at this time. The region will let SPSA know if the file should proceed on our end.

2019-JUL-02: LR needs to provide final disposition.

2019-MAY-22: Last update on file LR reached out to Chief to discuss. LR needs to provide status.

2019-MAY-09: LR reached out on Monday March 25. Mgmt confirmed FF held on March 18. Notes sent to LR on March 27th. LR has reached out to the Chief to discuss.

2019-FEB-26: Waiting on results from the regional investigation.

2019-JAN-19: The region needs to provide an update on the regional investigation.

2018-DEC-20: Email sent from Manager advising that the region indicated the complainant indicated she does not want to pursue a complaint under the harassment policy, so they are pursuing the allegation under the code of conduct. The region will continue to deal with it locally.

2018-DEC-10: Still waiting on region to provide response.

2018-NOV-19: RDG will review the allegations to determine whether they meet the definition of harassment. If so, the complaint will be screened in under the policy. If it is screened in, the parties will be offered mediation. If mediation is not accepted or successful, the information provided by the

complainant will be reviewed and if necessary additional information will be requested. Following a review of that additional information, the RDG will either be in a position to make a decision on the complaint, or we will be coming back to you requesting an investigator.

" Regional Investigation

PS 18-410 15-Nov-18 "BSO

- ABUSE OF AUTHORITY

A member of the public, who is a legal representative, alleges that she was subjected to an unauthorized and improper search of her belongings while attending the POE to assist her client with an immigration matter.

The complaint was received via MinCor and a response has been provided. However, the RDG wishes to pursue this locally as a case of possible misconduct.

STATUS: UNFOUNDED" Regional Investigation

PS 18-411 15-Nov-18 "BSO

- DISCREDITABLE CONDUCT ON-DUTY

Enforcement officer reported that she heard from a friend, who is an ex-employee of CBSA, that the friend was told by a family member of BSO that he is ""into some 'shady stuff"" at the airport, that he is abusing his authority at the airport and it is potentially drug-related. The friend also reported to that once asked his brother for \$250,000 to ""pay off"" someone.

The region requests to handle the initial fact finding locally with support from SPSD to investigate any financial records.

Status: Unable to determine - File closed 05Feb2019" Regional Investigation

PS 18-413 16-Nov-18 "BSO

- CONFLICT OF INTEREST

BSO allegedly brought his parents' passports into the port office, took the I 94's out and returned them to US Customs. Although witnesses did not see stamp the documents, they suspect he may have. The two other BSOs who were working at the port that day have provided their reports.

STATUS: UNFOUNDED

" Regional Investigation

PS 18-414 16-Nov-18 "BSO - Excessive Use of Force

On 29 Jun 2018, BSO as a secondary officer engaged a suspect that had been placed in mechanical restraints for the arrest of smuggling marijuana. BSO was requested to conduct a search of the subject through a pat down and before conducting the search pushed the handcuffed subject into the cell and forcefully to the ground. A CBSA Use of Force Incident Review was conducted on BSO actions and was found to have used excessive force in a manner that could constitute misconduct as defined by section 8.24 of the CBSA Directive on Use of Force and Reporting.

Thus, management reported the incident to SPSA pursuant to section 8.25 of the CBSA Directive on Use of Force and and Reporting and paragraph 4.6.4(c) of the CBSA on Use of Force and Reporting. According to paragraph 4.10.43(a) of that SOP, PSD is responsible for ""conducting administrative investigations into allegations of employee misconduct related to...the use of force.""

STATUS: 15 MAY 2019 - Reviewed the fact finding results from the region. Awaiting disposition.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-417 20-Nov-18 "IEO - Misuse of Duty Firearm

On 15 Nov 2018, IEO left her duty firearm in a locked box that was stored inside the locked armory at the location where she had attended for a hearing. Her firearm was unloaded and locked with a cable lock in the gun case. She requested leave from the 16 Nov 2018 to 20 Nov 2018 and did not store her firearm in the appropriate Dasco compartment assigned to her.

STATUS: 25 JAN 2018 - The disposition from the region is unfounded.

NEXT STEPS: Close file accordingly." Regional Investigation

PS 18-420 26-Nov-18 "BSO - ACTION CONTRARY TO
MANDATE/POLICY/REGS

According to a complaint from a member of the public, BSO was on a ride along on her off duty hours with US law enforcement. While on this ride along, a Canadian vehicle was pulled over. The complainant felt that the BSO's conduct was intimidating and discriminatory based on her heritage. The complainant also indicated a male BSO was also present. The identify of this officer is not currently known to SPSA. " Regional Investigation

PS 18-423 29-Nov-18 "BSO ACTION CONTRARY TO
MANDATE/POLICY/REGS

BSO was caught using his personal cell phone at work, contrary to Policy on the Use of Electronic Communications Devices in the Workplace. " Regional Investigation

PS 18-424 29-Nov-18 "BSO (OIDP) - NEGLECT OF DUTY

BSO left his firearm's loaded magazine on top of a Dasco in the arming room. The Magazine was located in a double step secure room.

2018-NOV-30: File deemed regional upon receipt of initial email referral. Waiting on region to provide fact finding documentation and confirm disposition.

" Regional Investigation

PS 18-425 30-Nov-18 "BSO - DISCREDITABLE CONDUCT ON DUTY

On 2018-09-27, while on duty, BSO is alleged to have walked over to the while fully tooled to pick up a parcel he had ordered. He declared the value to the BSO he was working with and proceeded to process the B15 and payment for his own goods. The next day it was discovered there was a \$6 discrepancy in the payment and it was then that BSO PULLEY discovered that he had made an error in processing the payment.

The region has been asked to provide name and user ID for the respondent. The region has been given permission to conduct a fact finding with the BSOs in question while SPSA determines next steps. "

Regional Investigation

PS 18-426 30-Nov-18 "BSO's -
Discreditable Conduct - On Duty, Action Contrary to CBSA Policy (x2) and Unauthorized Disclosure

The BSOs were observed while on duty to have behaved unprofessionally while accompanying a subject to the hospital for a suspected contraband test. Their behaviour included swearing, speaking loudly about going through the subject's excretions, mimicking a vomiting sound and action, and laughing in the subject's presence. These actions occurred in the presence of the subject, hospital staff, and other patients. In addition, the BSO's took photos of each other which could be considered unprofessional.

STATUS: 15 MAY 2019 - Received fact finding and disposition documentation. Reviewed the documents. Close file accordingly.

NEXT STEPS:

" Regional Investigation

PS 18-427 30-Nov-18 "SR. PROGRAM OFFICER
MEDIA RELATED TO CBSA MISUSE OF SOCIAL

Document received in SPSD on week of 2018-11-19 via inter-office mail indicating Twitter comments allegedly made by a CBSA employee criticizing the Trudeau government, making a statement of about ""border insecurity"" and ""CBSA: Can't Be Sure of Anything""

STATUS: FOUNDED" Regional Investigation

PS 18-428 30-Nov-18 "S/BSO PANNU, SIMRANJIT - GTA REGION - NEGLECT OF DUTY /
ASSAULT

S/BSO is alleged to have assaulted a person with a weapon while He did not report this incident to CBSA and reported for duty on November 4, 11, 18 and 25 following the incident. On 2018-11-26 turned himself into police,

2019-April-17: Region advised that they will terminate employment.

2019-Feb-26: Waiting on update from the region.

2019-JAN-19: The region needs to provide an update.

2018-DEC-12: File discussed at weekly new case file review and it is no longer going formal. Email from SPSA Management that file is now regional.

2018-DEC-03: File discussed at weekly new case file review and it will be going formal. No action required by SPSA analyst at this time.

" Regional Investigation

PS 18-429 03-Dec-18 "BSO - Unauthorized Comments and Discreditable Conduct - On Duty

BSO is alleged to have made a number of inappropriate comments while on arming training in In one account he motioned to swing his defensive baton towards an instructors private groin area stopping just short of striking him. In another account, BSO while performing weapon transition demos had given the command ""Get on your knees bitch."" to a subject and he provided a response option that included him stating loudly, ""Kick him in the dick."" During the exchange with instructors in reference to a former female employee he repeatedly referred to her as a ""sauce bag"" and a ""slut.""" and after lunch an instructor was on the floor flat on his back stretching when BSO approached and stated loudly ""...looks like a sex assault... by me!""

The region has spoken to the BSO and requests to handle this case locally. They note this is the BSO's second referral to PSI for inappropriate comments this year.

STATUS: 18-APR-2019 - Founded disposition.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-430 03-Dec-18 "BSO - NEGLECT OF DUTY (MISSED LOOKOUT)

BSO reported that she mistakenly released the subject of a red box while on duty at on 2018-10-22. stated she knows she missed it and it was a mistake, and she tried to rectify the situation immediately.

18 Dec 2018 - File closed - Founded - by region."Regional Investigation

PS 18-432 05-Dec-18 "HEARINGS ADVISOR - MISUSE OF CBSA DATABASE & UNAUTHORIZED DISCLOSURE

On 2018-NOV-28, , a former CBSA employee, alleged that used her position to access and possibly disclose personal information (her and the fact that she used to work at CBSA, including her former position). current partner is the father of also indicated she may file a complaint with the Office of the Privacy Commissioner.

2019-Feb-26: Waiting on region to provide outcome.

2019-JAN-10: Preliminary findings forwarded to the region to proceed locally." Regional Investigation

PS 18-433 05-Dec-18 "ASF - COMMENTAIRES/PUBLICATION
INAPPROPRIE SUR RESEAUX SOCIAUX

aurait publié plusieurs commentaires sur Facebook que la gestion trouve inappropriés.

La région aimeraient traiter de ce cas localement.

STATUS:

29 Jan 2019 - Update from region: ""Discipline en cours. Dossier va être fondé et clos la semaine du 10 janvier.""" Regional Investigation

PS 18-435 10-Dec-18 "BSO - ACTION CONTRARY TO
MANDATE/POLICY/REGS (DISCRIMINATORY COMMENTS)

BSO is alleged to have made discriminatory comments in the lunch room regarding individuals of certain nationalities and about immigration in general.

The region requests to handle this locally.

Status : 07Mar2019 DG Allegation Founded. File closed." Regional Investigation
PS 18-436 10-Dec-18 "BSO - ACTION CONTRARY TO
MANDATE/POLICY/REGS
(UNAUTHORIZED LEAVE/ INSUBORDINATION)

BSO is alleged to have taken unauthorized leave without pay for a half hour period and then is alleged to have responded inappropriately and in a confrontational manner when asked to account for this time.

The region requests to deal with this locally.

STATUS: FOUNDED" Regional Investigation

PS 18-437 10-Dec-18 " - MISUSE OF SOCIAL MEDIA

reported that on 2018-10-01 he had posted on Facebook alleging that his wife, also an employee of CBSA, was having an affair. He reported he took it down after friends told him it was in bad taste. The post was seen by many employees of CBSA that work with the employees in question. also mentioned attacked him and that he was waiting to see if she would be

The region indicates management has met with both employees and that they have acknowledged their violation of the code of conduct. " Regional Investigation

PS 18-438 10-Dec-18 "BSOs - ACTION CONTRARY TO
MANDATE/POLICY /REGS

Complaint made by traveller alleging unprofessional behaviour of officers performing secondary examination. Traveller alleges he was not explained the reason for the referral and that the officers were rude and condescending.

Status:

21 Jan 2019 - file closed as unfounded (e-mail from region)." Regional Investigation

PS 18-443 14-Dec-18 "CHIEF - CRIMINAL ASSOCIATION,
MISUSE OF IT

a member of the public who says has known for many years and also frequently associates with wife, alleges that has a criminal association by associating with him and also alleges has harassed him by text message from his work phone.

The complainant was interviewed by and provided one screen shot of a text message allegedly sent from to : on 2018-07-22 saying ""Hey pedophile, u want me to send over 12 or 13 year old girls? Or is it boys you like...not sure,"" and then ""That's what I thought... Still undecided!""

With regard to the criminal association allegation, noted that he was ""charged in and 'put on the registry' "" reported a number of other concerns in his interview.

2018-DEC-17: Ongoing prelim" Regional Investigation

PS 18-444 18-Dec-18 "ADJOINTE AUX AUDIENCES - MANQUEMENT AU DEVOIR

2018-12-05 vers 10h00, (superviseur) a vu dormir à son bureau.

Ce dossier peut être traité localement

2019-01-31: Incident additionel ajouté au dossier. " Regional Investigation

PS 18-445 18-Dec-18 "BSO & BSO -
NEGLECT OF DUTY

On 2018-DEC-10, BSO | conducted an examination at PIL that involved an impaired driver. The driver blew a fail on the ASD and was arrested by BSO with the assistance of BSO

The BSO's were very adamant the proper procedure was followed at the time of the examination and arrest and gave the APD officer the same statement. Now the officers are changing their statement and saying the process was not done as per procedure.

2019-JUL-24: Waiting on region to advise once returns to work and determination has been made on the final disposition regarding allegation for

2019-MAR-21: Fact Finding for received and analyzed. Advised region to proceed with is on leave therefore file will remain open and in suspension mode awaiting disposition for .

2019-FEB-12: needs to forward the fact finding done for is on extended leave therefore file will be put in suspension mode.

2019-JAN-25: Referred to region to proceed locally with fact finding." Regional Investigation

PS 18-446 18-Dec-18 "BSO - Smuggling

L'ASF a reçu, le 5 décembre 2018, un avis de confiscation de l'ASFC relativement à l'importation d'huile de cannabidiol par la poste.

Une vérification de la mesure d'exécution confirme une confiscation de 2 contenants de 60 ml chacun de présumée huile de cannabidiol en provenance des États-Unis, le 26 novembre 2018.

Status:

20Dec2018 Regional file with I

06May2019 DG m'informe que le dossier est fermé et l'allégation non fondée." Regional Investigation

PS 18-447 19-Dec-18 "BSO - Discreditable Conduct On duty

Complaint received from a member of the public that claims the BSO's damaged a phone case and stole 40.00\$ during a secondary examination.

STATUS: Regional file " Regional Investigation

PS 18-448 19-Dec-18 "BSO - BSO BSO

ACTION CONTRARY TO MANDATE/POLICY/REGS & DISCREDITABLE CONDUCT ON DUTY

It is alleged that BSOs purchased beer from the duty free store while off duty on 2018-12-4 and did not export the goods or pay applicable duty and taxes. It is alleged they travelled through BSO PIL.

The DSO granted permission to secure the video. The region can handle this locally. More specific information regarding the respondents is required.

2019-FEB-26: Region needs to provide results of outcome.

2018-DEC-24: File deemed regional under receipt of initial email referral. " Regional Investigation

PS 18-449 19-Dec-18 "BSO I - Neglect of Duty

requested permission in order to secure video footage of BSO on November 24th and 29th as it related to alleged misconduct concerning allegations regarding leaving the office while on shift and/or disappearing for extended period of time on the midnight shift.

Status: 07Mar2019 DG Allegation Founded. File closed." **Regional Investigation**

PS 18-450 20-Dec-18 "Supt. - Misuse of Duty Firearm

On 06 Dec 18, Supt. [REDACTED] self-disclosed that she improperly stored and lost control of her duty firearm in the presence of a contractor working in the building. She left the unloaded, unsecured and unattended firearm with two loaded magazines on a table for approximately five minutes in the arming room where the contractor had been working.

STATUS: 05 APR 19 - Received the fact finding and disposition documentation from the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 18-451 20-Dec-18 "ENFORCEMENT ASSISTANT
DISCREDITABLE CONDUCT ON DUTY

It is alleged that on 2018-12-10 the respondent screamed and swore at the complainant with other employees present.

The region will handle this locally.

STATUS: FOUNDED" Regional Investigation

PS 18-453 20-Dec-18 "A/SUPT.. · UNAUTHORIZED DISCLOSURE &
ACTION CONTRARY TO MANDATE/POLICY/REGS

It is alleged that A/SUPT. disclosed disciplinary information about the complainant to another BSO and also spoke non-professionally to a BSO.

Status: 13Mar2019 File closed - Allegations unfounded.

" Regional Investigation

PS 18-454 20-Dec-18 "BSO - NEGLECT OF DUTY (MISSED
LOOKOUT - red box)

It is alleged BSO did not send a lookout to secondary as required.

The region secured and reviewed video footage. Chief conducted analysis related to the incident and reported that processed the individual both times he has travelled in a particular vehicle, without ever referring the individual to secondary.

2019-FEB-26: Waiting on fact finding results.

2019-JAN-25: Preliminary assessment completed. File returned to the region to proceed with fact finding.

2018-DEC-24: Preliminary review ongoing.

" Regional Investigation

PS 18-456 27-Dec-18 "BSO - ACTIONS CONTRARY TO CBSA
POLICY/MANDATE/REGS

The BSO is a disgruntled employee and has sent emails in relation to a training course and the safety of the course. He has also sent emails expressing his feelings towards management on regular duty items (shift scheduling).

STATUS: FOUNDED

" Regional Investigation

PS 18-457 31-Dec-18 "BSO
CONTRARY TO CBSA POLICY

- ACTION

Dossier d'inconduite présumée concernant l'ASF (- secteur
Cargo, District des Aéroports, région Le 19 décembre 2018, vers 9:45, l'agent a
utilisé le véhicule de l'Agence sans autorisation afin d'aller chercher des biscuits à sa résidence. De plus,
il s'est absenté sur une période d'environ 1h-1h15 sans avoir l'autorisation d'un surintendant au
préalable.

2019-FEB-19: Still awaiting region to provide outcome.

2019-JAN-07: Waiting on outcome from the region.

2018-DEC-31: File returned to the region to proceed locally.

" Regional Investigation

PS 19-002 02-Jan-19 "BSO - NEGLECT OF DUTY

It is alleged BSO was not at her scheduled post when a port runner incident occurred on the
Rainbow Bridge 2018-12-31.

The A/DSO granted the region permission to obtain video footage of the incident.

STATUS: FOUNDED" Regional Investigation

PS 19-003 08-Jan-19 "BSO - UNAUTHORIZED DISCLOSURE

On 2018-12-10, BSO was processing a traveller and disclosed to management that he has shared
ICS passage history information about the traveller's spouse, who was not present, in response to her
concerns about the spouse being missing. CCTV review approval has been sought and granted for this
file. Acting DSO indicated on 2019-01-01 that this file could be dealt with locally.

Status: DG 08Jan2018 Regional file.

11Mar2019 DG Allegations are found valid. File closed." Regional Investigation

PS 19-005 08-Jan-19 "BSO - NEGLECT OF DUTY

It is alleged BSO took pre-approved union travel leave despite the fact that the flight he was to be on was cancelled. It is alleged he did not receive the superintendent's approval to do this.

The region requests to handle this locally.

Status: 2019-04-04 Wtg for final disposition from region." Regional Investigation

PS 19-006 08-Jan-19 "BSO - MISUSE OF GOVERNMENT PROPERTY

It is alleged that on or about 2018-11-06, BSO held multiple ad hoc union meetings during work hours on government property without prior authorization. " Regional Investigation

PS 19-010 14-Jan-19 "BSO & BSO QUEBEC (ST. ARMAND)
REGION - ACTION CONTRARY TO CBSA POLICY

Le 2 janvier vers 17 h00 une passagère de l'autobus Greyhound aurait été référée à l'immigration. Le chauffeur aurait quitté le point d'entrée sans la passagère. Les agents auraient demandé au surintendant s'ils pouvaient utiliser le véhicule de l'agence pour se rendre à l'autobus dans les limites du complexe du point d'entrée ce qui aurait été approuvé. Le but des agents aurait été de récupérer des articles appartenant à la passagère qui aurait mentionné avoir besoin de ses médicaments pour des troubles psychologiques et qui aurait été agitée. D'autres agents auraient rapidement informé le surintendant que les deux agents suivaient l'autobus hors du point d'entrée. Le surintendant aurait tenté, sans succès, de contacter les agents par radio. Il aurait pris un cellulaire et un véhicule de l'agence afin de rapatrier les agents au bureau et il les aurait rejoint à l'extérieur des limites du point d'entrée. Le véhicule de l'agence, flèche de circulation activée, aurait été localisé derrière l'autobus sur l'accotement de l'autoroute. Le surintendant aurait avisé les agents de revenir au bureau ce qu'ils auraient fait aussitôt.

2019-FEB-19: Waiting on region to provide outcome.

2019-JAN-14: File deemed regional upon receipt of initial email referral. " Regional Investigation

PS 19-014 18-Jan-19 "AGENT D'EXECUTION DE LA LOI
MANQUEMENT AU DEVOIR

L'employée admet avoir pris connaissance d'un courriel envoyé le 2018-12-24 indiquant un possible report de revoi par la cour fédérale, avec la date de renvoi prévue pour le lendemain. Il est allégué que l'employée a oublié de faire les suivis appropriés avant de quitter pour la journée, sachant qu'elle serait

sur appel mais sans accès à ses courriels. Le renvoi a été effectué. L"employée a pris connaissance du courriel le 2018-12-25 vers 13h50 et a aviser l'agent de laisaon avec Justice Canada et son gestionnaire que le client a été renvoyé et elle n'avait pas vu le courriel à temps.

STATUS:

22 Mar 2019: received e-mail from region indicating that the case is closed and unfounded.

05 Mar 2019: sent update request to region - waiting for results.

23 Jan 2019 - Regional Investigation - waiting for results." **Regional Investigation**

PS 19-018 21-Jan-19 "BSO's
- MISUSE OF CBSA DATABASES

Regional Investigation

It is alleged BSO [REDACTED] asked BSO [REDACTED] to create a macro program to make ACROSS more user friendly and effective. BSO [REDACTED] did so and provided [REDACTED] with a copy, which was then used by at least 5 BSOs. The district Director is not aware of how widespread use of the macro may be.

The Macro was not approved by CBSA or vetted by security.

STATUS: UNFOUNDED" Regional Investigation

PS 19-019 21-Jan-19 "BSO - ACTION CONTRARY TO
MANDATE/POLICY/REGS

It is alleged that on 2019-01-19 BSO [REDACTED] engaged in a lengthy and aggressive argument with a employee regarding the documentation he was to have presented to have his Restricted Area Identity Card renewed.

The region requests to deal with this locally.

STATUS: 02 Jul 2019 Looking for status on EE.

06 May 2019 EE to be reassessed by physician 30 Apr 2019.

" Regional Investigation

PS 19-021 25-Jan-19 "ASF
UTILISATION ABUSIVE DFS BASES DE DONNÉES.

- VOIE DE FAIT, CONFLIT D'INTÉRETS,

L'ex-conjointe de l'ASF COUTURE, et son mari, accusent l'ASF d'avoir fait des recherches dans les systèmes informatiques ASFC concernant et aussi d'avoir fait une entrée dans les systèmes qui auraient affecté leur passage à

ASF a lui-même signalé à l'ASFC que des accusations de voies de fait pourraient être déposées contre lui en février 2019.

Status: 19Sep2019 DG Regional meeting. said he did not know about this file. I sent him the last email on file, File returned to region for completion, please let us know if more respondents have to be added to the file.

04Jan2020 DG informed me that the file is closed, indicate allegation unfounded.

" Regional Investigation

PS 19-025 28-Jan-19 "UNKNOWN RESPONDENT - NHQ - UNAUTHORIZED DISCLOSURE

During formal investigation PS 18-265, the union representative for Respondent informed the investigator that ""he made inquiries regarding this case and that someone in LR had disclosed that the [investigator] had Facebook Messenger evidence which was going to be used in

conjunction with this interview/investigation. did not disclose who it was from LR that disclosed this information.

The Investigator found that ""The disclosure of this information seriously compromised this interview/investigation""

Director requested a file be opened for preliminary analysis. This case should not be discussed outside of the directorate for the time being and should not be included in briefings to LR.

2019-DEC-18: No email from . Director to inquire with Director LR.

2019-DEC-06: Manager sent follow-up email to

2019-JUN-06: Sent email to J o inquire on the results of the fact finding.

2019-FEB-01: Email from Director indicating that file can proceed with fact finding (to be conducted by . is aware of the name of the employee who had the discussion with the union, which I understand occurred just prior to the interview.

" Regional Investigation

PS 19-026 28-Jan-19 "OIDP Graham - FRAUD AGAINST CBSA
(MISUSE OF LEAVE)

OIDP is alleged to have misused sick leave on 2018-12-24.

OIDP sent out a request for someone to take his shift. He had no responses and then called in sick for that shift. It was later discovered that he had a party which he invited other officers to attend.

STATUS: CLOSED" Regional Investigation

PS 19-027 28-Jan-19 "Unknown Respondent · Discreditable Conduct on Duty

The region has received a couple of complaints from agents in relation to the conduct, demeanour and refusal to provide name or supervisor's name to complaint of an unknown officer working at the .

The file is referred to the region who will attempt to identify the respondent.

STATUS: 11 JUN 2019- Received final disposition of founded from the region.

NEXT STEPS: " Regional Investigation

PS 19-028 28-Jan-19 "BSOs and · NEGLECT OF DUTY
(MISSED LOOKOUT)

The BSOs missed a lookout on 2019-01014 at finding in tandem with prelim verifications.

Management will proceed with a fact

Status:

18Feb2019 DG File with region.

03May2019 DG Fact finding report received.

will confirm disposition of the file.

05Jun2019 DG informed me that management decided to not proceed with a misconduct file as it had been discovered that missed lookouts were not being pursued in this particular District. I know that this has since been changed."Regional Investigation

PS 19-030 30-Jan-19 " ISEL and - NHQ - FRAUD AGAINST CBSA
(HOURS OF WORK) / MISUSE OF IT

Manager alleges are not respecting their scheduled hours of work, including

- Failure to respect establish rest/break time, meal period, work start and end times
- Unauthorized absence from work during overtime (failure to notify manager when absent; leaving work without authorization)
- Misrepresenting attendance to receive compensation for time not worked during overtime
- Submitting a false document (time sheet)

He requests assistance with some preliminary verifications for specific work periods.

Status 04Feb2019 DG Regional file. Fortier will proceed to a fact finding and establish a surveillance plan with both employees.

26Apr2019 File closed - Disposition founded." Regional Investigation

PS 19-031 31-Jan-19 "BSO INTOXICANT USAGE IN WORKPLACE
(ALCOHOL)

On 2019-01-12 it was reported that BSO and the PIL she was working in smelled strongly of stale alcohol. She was relieved from the booth, her firearm was secured, and she was offered a ride home, which she declined. As she was driving herself home, management alerted OPP to the situation. An Officer found her near her home, believed that she was likely impaired, and administered an ASD. It appears was not charged, and the Officer indicated to CBSA that she could not be more specific with regard to the incident but provided the occurrence number for reference. Management seeks SPSA's help in obtaining the occurrence report of this incident.

STATUS:

29 Apr 2019: I sent an update request to region - received reply as founded - case closed.

27 Mar 2019: waiting for regional results.

14 Feb 2019: Waiting for regional results - monthly update from Manager ""In process. She returns from leave next week.""" Regional Investigation

PS 19-033 01-Feb-19 "BSOs

- NEGLECT OF DUTY

On 2019-01-26, BSO refused entry to was placed under detention. Shortly after being given his detention paperwork, exited the immigration area by backflowing through the immigration entrance doors. The 1 named BSOs have been identified as potential respondents.

The region has requested CCTV footage and will conduct a fact finding to determine whether any action or inaction resulted in misconduct.

2019-AUG-07: As per I file remains active.

2019-JUL-02: Region LR needs to provide final disposition.

2019-MAY-22: LR needs to provide update from last status provided - LR was to reach out to management for update.

2019-MAY-09: LR reached out to Mgmt. Update from LR to be provided at next monthly GTA file review.

2019-FEB-11: File deemed regional upon receipt of initial email referral. " Regional Investigation

PS 19-036 07-Feb-19 "Supt. and BSO
- Neglect of Duty (Evasion of Subject of Lookout)

On 2019-01-30, the subject of a lookout for Currency who was under examination proceeded to exit the T1 Secondary prior to her examination being completed. It is alleged that the appropriate steps were not taken by the employees involved nor that due diligence was not exercised, and that the appropriate care and control protocols and reporting requirements were not followed. The region will proceed with the fact findings and SPSA will conduct verifications in tandem.

STATUS: 13 SEP 19 - Update from the region that allegations are founded for only but no FF documentation was provided by the region. Awaiting an update from the region. No decision yet. Meeting scheduled with the Chief and Director for 10 Jun 2019. Awaiting fact finding, disposition, and witness statements documentation for review, along with the video footage.

NEXT STEPS: Review fact finding, video footage, statements and disposition documentation and results provided by the region.

" Regional Investigation

PS 19-037 07-Feb-19 "BSO - MISUSE OF
GOVERNMENT PROPERTY

MISUSE OF GOVERNMENT PROPERTY

BSO is alleged to have used her government travel card to make personal purchases in the amount of \$3,000 (approx.) between May 2018 and Jan 2019. The card has been suspended and the outstanding amount will be paid by CBSA and recovered from the respondent.

2020-JAN-15: As per the region, employee remains on leave.

2019-DEC-30: Sent email to for a status on this matter. Is the employee returning to work?

2019-AUG-06: As per We are not expecting a return to work at any point in the near future given some communications she has had with management. I will update you accordingly if we hear anything else.

2019-MAY-30: File is in abeyance for the time being. The employee went out on leave and is not able to participate in the process. Mgt has reached out to the employee for

2019-APR-23: File is still ongoing as the region have not been able to get a hold of this employee as she is currently on her off-season.

2019-APR-04: Waiting on the region to provide the outcome/disposition founded/unfounded

2019-MAR-28: Waiting on disposition from the region.

2019-FEB-07: File deemed regional upon receipt of initial email referral. The region can proceed locally with this file. " Regional Investigation

PS 19-039 12-Feb-19 "ASF GESTES
CONTRAIRES AU MANDAT/POLITIQUE/REGLEMENTS; UTILISATION ABUSIVE DES BIENS DU
GOUVERNEMENT

La région a soumis quatre **allégations** concernant les inconduites présumées de l'agent stagiaire. La région aimerait traiter des allégations au niveau régional. L'agent **est** fait l'objet d'une recommandation de renvoi en période de stage de la Directrice générale régionale.

Status: 2019-09-19 Founded. Closed." Regional Investigation

PS 19-040 12-Feb-19 "BSO - MISUSE OF CREDENTIALS

On 29-01-2019, BSO [REDACTED] presented herself to CBSA Clearance at [REDACTED] along with her two children. BSO [REDACTED] arrived at the exit without a PIK receipt and was advised she had to go through secondary processing. BSO [REDACTED] allegedly presented her CBSA designation card to the officer and requested to bypass secondary.

The region to handle this locally.

2019-MAR-26: Update provided by the region - file is still ongoing with possible outcome first week of April.

2019-FEB-19: File deemed regional upon receipt of initial email referral. Waiting on region to provide outcome." Regional Investigation

PS 19-041 14-Feb-19 "BSO - NEGLECT OF DUTY

BSO port stamp was used to release a commercial shipment.

The region can proceed locally and SPSA can conduct applicable verifications in tandem.

On 2019-02-03 the subjects of target arrived at and were processed at Primary by ABC Kiosks. Upon approach to the DVO they were referred to the Triage Officer. The Triage officer verified information using ICS and subsequently placed a phone call after the passengers left his booth. After collecting 4 pieces of luggage, the passengers progressed through

secondary. BSO I accepted the E311 without looking at the coding and released the travellers.

The region can proceed locally while SPSA conducts applicable verifications in tandem.

Status: 2019-05-17 Still conducting preliminary verifications" Regional Investigation

PS 19-043 14-Feb-19 "BSO · NEGLECT OF DUTY

On 2019-01-16 the subject of lookout arrived at

The traveller was travelling with two other companions on the same E311. They were processed in Primary and proceeded to the baggage hall. Upon handing in the E311, BSO released the traveller without referral to secondary for examination.

The region can proceed locally while SPSA conducts applicable verifications in tandem.

STATUS:

30 Apr 2019: received update from region - allegation founded - case closed.

29 Apr 2019: Waiting for regional results." Regional Investigation

PS 19-044 14-Feb-19 "BSO REGION - NEGLECT OF DUTY (MISSED
LOOKOUT)

On 2019-01-14 two of the four subjects of lookout # arrived at

Upon exit at secondary, the travellers were referred to secondary for examination. BSO called up the travellers at approx. 1525 hr and released them at approx 1527 hr without running indices checks or performing baggage examination. When asked to provide examination results for ICES, the BSO responded that he had no notes or memory of this lookout.

The region can proceed locally while SPSA conducts applicable verifications in tandem.

2019-MAY-09: As per update from " Regional Investigation a written reprimand was given to the employee. File considered closed.

PS 19-047 15-Feb-19 "ADMIN ASSISTANT NQH REGION - ACTION CONTRARY
TO CBSA POLICY & MISUSE OF IT SYSTEM

a admis être allé à l'ancien poste de travail de qui a récemment déployée.
Le 13Fev2019, Sarah est entrée dans le Outlook de et lui ai envoyé sa clé d'encryptions à son
adresse personnelle directement. Sarah a parlé avec au téléphone instantanément après l'envoi
pour s'assurer qu'elle avait bien reçu la clé.

Status: 21Mar2019 File closed - Allegation founded.

" Regional Investigation

PS 19-048 18-Feb-19 "BSO NEGLECT OF DUTY (MISSED LOOKOUT)

On 2019-02-11 the subject of a lookout was properly processed at primary with a code for Caution Violent - Warrant. The subject did not come through secondary for examination and the subject's PIK receipt was found with others in a box at the exit. Officer was one of the officers posted at the exit. Superintendent met with the BSO to determine if he knew what had transpired. The officer indicated he didn't know what the code in question meant and he did not remember getting PIK receipts with that code on the night in question.

The region can proceed with further fact finding while the analyst conducts verifications, as required, in tandem.

STATUS:

26 Feb 2019: Waiting for regional results." Regional Investigation

PS 19-049 18-Feb-19 "IEO DISCREDITABLE CONDUCT ON DUTY;
INTOXICANTS USAGE

It is alleged that on 2019-02-5 that IEO was intoxicated prior to boarding a return flight to Canada from an escorted removal from .. reported to CBSA on 2019-02-14 that IEO behaved in a disruptive an intoxicated manner on the flight, insisting that he be sold

alcohol when the crew refused to do so, and taking pictures of the cabin crew, allegedly to intimidate them. IEO [REDACTED] has been [REDACTED] until the airline is convinced this behaviour will not reoccur.

The region requests to deal with this locally.

STATUS: FOUNDED" Regional Investigation

PS 19-050 18-Feb-19 "BSO Action Contrary to CBSA
Police/Mandate/Regs

On 28 Jan 2019 during voir dire, BSO [REDACTED] testified in court as the seizing officer in a drug smuggling case from 2016. The Chief of Enforcement who oversees the Court Liaison Office received notice from the Deputy Chief Federal prosecutor that the evidence provided by BSO [REDACTED] resulted in a ""Negative Credibility Finding." Those findings included the following from the presiding Judge: BSO [REDACTED] had little to no creditability with respect to contextual matters and conversations, was evasive, shifted his story, provided contradictory answers and was defensive.

As a result of this finding, crucial evidence was inadmissible. The Public Prosecutions Service has indicated any outstanding cases of BSO [REDACTED] may now be compromised.

STATUS - 14 JAN 2019 - Notified the region of status of file. Sent Manager email that transcripts were ordered. Received signed report from Manager. Requested and finalized court transcripts for voir dire. Forwarded findings report to Manager for review and approval. Received revised/suggested edits from Manager for findings report. Received acknowledgement from LR and they are awaiting the prelim findings review. Updated the region and forwarded signed PDF to management team for review. Reviewed edit suggestion forwarded by Manager. Forwarded findings for review and approval. Received notes from Supt. [REDACTED] notebook but no notes taken for the incident. Received BSO narrative and officer notes. Reviewed the Justice court documents received.

NEXT STEPS: Awaiting transcripts to review. Forward draft email to Manager. Refer to region for fact finding.

" Regional Investigation

PS 19-053 27-Feb-19 "BSO I
LOOKOUT) · NEGLECT OF DUTY (MISSED

On 2019-02-11 BSO missed a look-out while performing primary duties at the
PEO. Lookout Subject was not referred but BSO did complete a notebook entry.

STATUS:

27 Mar 2019: closed and unfounded.

01 Mar 2019: waiting for regional results." Regional Investigation

PS 19-054 28-Feb-19 "BSOs (Violation of Uniform Policy (Arming Policy Directive, Section 8.33)/Insubordination
/Neglect of Duty

On 17 Feb 2019 at approx. 1015 hours while conducting an Integrity Verification, local management found that BSOs were or had failed to meet the required Arming Policy to have tools on duty. BSO whereabouts were unknown and BSO was Insubordinate when dealing with the A/Chief.

STATUS: 15 MAY 2019 - Reviewed the FF and disposition documentation from the region. Allegations are founded.

NEXT STEPS: Close file accordingly." Regional Investigation

PS 19-055 28-Feb-19 "BSO · DISCREDITABLE CONDUCT ON DUTY

During a fact finding meeting for PS 19-021, it is alleged BSO I became aggressive and angry, banging on the table and shouting. He also allegedly began to undo his duty belt and moved his hand toward his holster. His firearm and defensive tools have been removed and Arming has been notified. A SIR has been completed. A Use of Force Report is being completed. His access card to Cargo 3 has been deactivated.

STATUS: 02 Jul 2019 Waiting on disposition from the region.

08 Apr 2019 Waiting on disposition from region." Regional Investigation

PS 19-056 28-Feb-19 "ASF
DEFAUT D'ENTREPOSER DE L'EQUIPEMENT
DE DEFENSE CONFORMEMENT AUX POLITIQUES ET PROCEDURES ETABLIES

Status: 2019-04-03 Waiting for final disposition from the region

" Regional Investigation

PS 19-057 28-Feb-19 "WARRANT RESPONSE CENTRE OFFICER
NEGLECT OF DUTY; ACTION CONTRARY TO MANDATE/POLICY/REGS & FRAUD AGAINST CBSA

Management alleges Officer [REDACTED] is falsifying officer logs for Border Watch Tip Line calls, displaying an artificial pattern of calls, and falsifying the content of the logs as well. It is also alleged he is doing this to avoid the work associated with referring a tip to internal and external stakeholders.

Local management advised Mgr [REDACTED] on 2019-02-27 that they have a significant amount of data to support the allegations. [REDACTED] advised them to complete the BSF773 and advise labour relations. An analyst will take a look at the information on hand and advise of next steps. Management advised that the employee's probation period is up in July 2019.

STATUS: FOUNDED" Regional Investigation

PS 19-059 01-Mar-19 "BSO Action Contrary to CBSA
Mandate/Regs/Policy

On February 24th, 2019 at approximately 06:53, superintendent on duty [REDACTED] entered the DASCO room at the [REDACTED] POE and found the DASCO box assigned to BSO [REDACTED] opened with the key in the keyhole. The DASCO box contained a duty firearm (with cable lock), 3 loaded magazines, OC spray and baton. BSO [REDACTED] had last been on duty at 23:00 the previous evening. Security incident report already sent to Security. The region requests to handle this case.

STATUS:

03 Apr 2019: e-mail from Region - file closed / founded.

27 Mar 2019: waiting for regional results." Regional Investigation

PS 19-063 05-Mar-19 "BSO Misuse of IT system

It is alleged that BSO sent an inappropriate email to a co-worker. IT and IS Security have done some fact finding to determine who sent the email since 2 people were logged on to the computer at the time of the incident.

STATUS: UNABLE TO DETERMINE" Regional Investigation

PS 19-070 12-Mar-19 "BSO I · NEGLECT OF DUTY

The BSO processed a passenger who had an outstanding warrant for his arrest from BSO thought the warrant was for The passenger was released from secondary and no arrest took place.

Status: 2019-06-25 Closed Unfounded" Regional Investigation

PS 19-071 12-Mar-19 "IEO · Discreditable Conduct - On-duty and Abuse of Authority

It is alleged that IEO constantly called to harass medical staff at a In addition, he contacted to harass the nursing staff to get information that concerned an inmate. He tried to alter MDF medical forms but the hospital would not accept it, so IEO took white out and erased the name and then resubmitted the altered document.

STATUS: 04 NOV 2019- Request an update from regional LR. As per the EE is expected back to work end of Sept.

22 MAY 2019 - FF to be scheduled, two superintendents are assigned to the file.

NEXT STEPS: Awaiting FF finding and disposition documentation.

" Regional Investigation

PS 19-075 19-Mar-19 "BSO Neglect of Duty

Omission de l'ASF d'avoir sécurisé son arme à feu de service. L'inconduite présumée qui consiste en l'arme à feu barrée dans le Dasco de l'ASF mais sans que le câble de sécurité ne soit barré a été dénotée lors de l'inspection annuelle de la sécurité régionale.

Status:

20Mar2019 DG Dossier régionale.

06May2019 DG m'informe que le dossier est fermé et l'allégation fondée." Regional Investigation

PS 19-077 20-Mar-19 "ADMIN - MISUSE OF SOCIAL NETWORKING RELATING TO CBSA

The employee has posted on Facebook her frustration with a training course she was told to take relating to Mental Health.

Status: 2019-06-04 Region is handling file and waiting for Final Disposition" Regional Investigation

PS 19-078 20-Mar-19 "BSO - DISCREDITABLE CONDUCT ON DUTY

It is alleged that processed two nationals in primary who were not fluent in English. Other travellers observing the interaction between BSO and the two travellers confronted the BSO with regard to his behaviour. is alleged to have been unapologetic for his behaviour/comments and even encouraged the second pair of travellers to file a complaint should they wish.

STATUS:

06 May 2019: as per file update document, file is closed as founded: ""2019 MAY 1 - Mgmt. determining quantum of discipline, if any"" (e-mail attached)." Regional Investigation

PS 19-079 20-Mar-19 "BSO DISCREDITABLE CONDUCT OFF DUTY

The BSO was in a single car accident and failed the roadside breath analysis. The RCMP charged her for impaired driving and suspended her driver's license for 30 days. Court date sometime in June 2019.

Status:

19Jul2019 MM -Received update from RCMP.

02Jul2019 MM - Updated the region on court status.

28Jun2019MM - Received the court documents, Information and PTA,

27Jun2019MM - Contacted to request Information and

29APR2019 MM - Contacted RCMP to request a copy of the PTA and Information. DG Regional file.

20Mar2019 DG Regional File. informed us that the employee will return to work on

27May2019 MM - Contacted the RCMP Cst.

29 May 2019MM - Follow Up with the region.

NEXT STEPS: DG Awaiting email with documents. Next court date is for a hearing.

05Jul2019 DG Pre-disciplinary report received and sent to I informed anc hat the file is now closed with a founded allegation and is now with I

" Regional Investigation

PS 19-081 25-Mar-19 "Junior ATIP Analyst - Fraud (Time Sheet)

During an audit of the work schedule management observed missing work hours for during the block of time. When admitted to the missing time management conducted another audit of his work schedule to reveal further missing time.

STATUS: File closed - Founded" Regional Investigation

PS 19-082 25-Mar-19 "BSO Action Contrary to CBSA
Mandate/Regs/Policy

BSO posted comments through social media about a situation that occurred in the parking lot with an employee of the partner. The posting are contrary to the code of conduct.

The message written was: « its a good thing I don't have a gun in my car to kill road imbeciles...I was in the parking where I work, heading to a chiropractor appointment... Now, I have to go to the ER for whiplash! Can't drive my car cuz the wheel is bent, so waiting for towing. So pissed I just wanna ball my eyes out!»

STATUS:

30 Sep 2019: update from region - disciplinary measures applied.

19 Sep: region update - in progress w/labour relations.

27 Mar 2019: waiting for regional results.

NEXT STEPS:

01 May 2019: ask region for results by 31 May 2019" Regional Investigation

PS 19-087 02-Apr-19 "BSO - Discreditable Conduct - On Duty

On 24 FEB 2019, BSO was involved in an alleged profiling incident that lead duties and taxes being recovered then reimbursed to the traveler.

STATUS:

19 Sep 2019: region update - founded / closed.

16 Jul 2019: the region re-requested to handle this file locally (may have lost original transferred e-mail!)

30 Apr 2019: transferred to region - waiting for results.

NEXT STEPS:

Follow-up with region by 30 May 2019." Regional Investigation

PS 19-089 10-Apr-19 "BSO · DISCREDITABLE CONDUCT OFF-DUTY

A complaint was received from a member of the public regarding their neighbor who is a BSO at (BSO name not provided). The complainant alleges that the BSO is cyber stalking them. Information from BSO indicates that she has previously informed management of ""issue"" with her neighbor and reported the information to police.

2019-09-10: File being returned to region for their action.

" Regional Investigation

PS 19-090 11-Apr-19 "BSO : - DISCREDITABLE CONDUCT ON DUTY

complaint received from member of the public alleging that BSO was unprofessional and violated his privacy by refusing his request to speak to a Superintendent and by contacting his insurance company to disclose that he is a ride share driver.

2019-AUG-15: Region needs to provide update.

2019-JUL-07: Still waiting on final disposition from the region.

2019-JUN-05: Waiting on final disposition from the region.

2019-MAY-30: Audits conducted were non-resultant. Advised region. Matter still proceeding regionally.

2019-APR-11: file deemed regional under receipt of initial email referral. " Regional Investigation

PS 19-091 12-Apr-19 "BSO : MISUSE OF IT SYSTEM & UNAUTHORIZED DISCLOSURE

Suivant une discussion entre l'ASF et un de ses collègues à propos d'une voyageuse qu'il trouvait jolie, l'ASF a profité d'un autre voyage de cette même voyageuse pour prendre une capture d'écran contenant la photo de la personne et l'acheminer à son collègue pour appuyer ses dires. Son collègue inconfortable a rapporté la situation à la gestion Locale.

Status: 03Jun2019 DG Bernard m'informe que ce dossier est fondé / clos. " Regional Investigation

PS 19-092 12-Apr-19 "BSO : DISCREDITABLE CONTACT ON DUTY

BSO admitted to intentionally failing his arming certification in an attempt to have more practice time on range to obtain a high score on his second evaluation.

STATUS:

19 Sep 2019: regional update - founded / closed - """renvoi en cours de stage"""

12 Apr 2019: waiting for regional results

NEXT STEPS:

01 May 2019: Follow up with region by 31 May 2019" Regional Investigation

PS 19-094 12-Apr-19 "BSO · Insubordination

Officer conduct complaint was received both orally and in writing concerning BSO · alleged rude and unprofessional conduct at primary. BSO · was present when oral complaint was made to A/Superintendent · A/Superintendent · demanded a report from A Supt./BSO to provide report of her interaction with client. A Supt./BSO · refused to provide the report.

STATUS: 13 SEP 19 - Received the FF and disposition documentation from the region

NEXT STEPS: Close file accordingly. " · Regional Investigation

PS 19-096 12-Apr-19 "BSO · - DISCREDITABLE
CONDUCT OFF DUTY

BSO · called to inquire about a drug seizure while he was off-duty. BSO · did not have specific information related to the seizure, but stated that his lawyer friends has called him to ask questions related to the discovery of illegal drugs after the seizure. All information shared by BSO · to lawyer is alleged to be public, and BSO · was not provided details of seizure during his phone call.

Region has requested to handle file.

2019-APR-16: File deemed regional by SPSA Manager upon receipt of initial email referral. Waiting on region to provide fact finding results. " · Regional Investigation

PS 19-098 12-Apr-19 "BSO · - FRAUD AGAINST CBSA

BSO · is alleged to have completed time fraud, leaving work early and not submitting leave.

Region has asked to handle file.

Status: 16Apr2019 DG Regional file.

05Jun2019 DG · confirmed that the allegations are founded. She does not yet have a copy of the final investigation report but it should be provided shortly.

" Regional Investigation

PS 19-099 12-Apr-19 "BSO

· FRAUD AGAINST CBSA

BSO is alleged to have committed time fraud, leaving work early, not submitting leave, and/or using incorrect code for leave. Region has requested to handle file.

STATUS:

16 Apr 2019: Waiting for regional results.

NEXT STEPS:

27 Aug 2019: region replied on 15 Aug 2019 - allegation is founded.

12 Aug 2019: received update via e-mail spreadsheet - I contacted the region for clarifications.

05 Jun 2019: update from region - the file is still in the fact-finding stages.

01 May 2019: follow up with Region by 31 May 2019." Regional Investigation

PS 19-101 17-Apr-19 "Supt. BSO's
Neglect of Duty

Supt. and BSO's were negligent in the care and control of a mental health and behavioural risk passenger while he was under examination, awaiting his departure flight back to when he voluntarily withdrew his application to enter Canada. The individual was seated with several other foreign nationals awaiting departure on the same flight but managed to elude the CBSA personnel, making his way out to the public area without notice.

STATUS: 11 JUN 19 - Final disposition of unfounded has been supplied by the region.

NEXT STEPS: No FF documents were supplied." Regional Investigation

PS 19-102 17-Apr-19 "BSO · FRAUD AGAINST CBSA

Employee attempted to claim family leave for two days without prior approval. When asked for reason why employee was taking family leave, employee was unable to provide reason. Family leave was rejected. Employee stated he would take sick leave instead. Supervisor asked employee to provide doctor's note for sick leave. When employee returned to work he did not provide sick note.

18Apr2019 DG File regional.

19Sep2019 DG Rencontre régionales : Allégation fondée, dossier clos.

" Regional Investigation

PS 19-103 17-Apr-19 "BSO - DISCREDITABLE CONDUCT OFF
DUTY

Suite à une dispute conjugale survenue vendredi le 12 avril, l'épouse de à fait un appel aux policiers. L'agent

2019-AUG-09: Verified nothing listed. Waiting on court proceedings.

2019-JUN-25: Waiting on outcome of court proceedings.

2019-JUN-05: Verification of Soquij did not reveal any information.

2019-APR-24: Waiting on outcome of court proceedings. Nothing posted in SOQUIJ as of this date."
Regional Investigation

PS 19-104 17-Apr-19 "GENERAL SUPPORT · MISUSE OF IT
SYSTEMS, UNAUTHORIZED DISCLOSURE

TMU MISUSE OF CBSA SYSTEMS, UNAUTHORIZED DISCLOSURE

accessed files a previous CBSA employee had worked on and sent screen shots of those files to former CBSA employee. sent a copy of the former employees personal leave report on the request of the former employee.

STATUS: FOUNDED (

UNFOUNDED (" Regional Investigation

PS 19-105 17-Apr-19 "BSO - MISUSE of GCMS

BSO added information to GCMS for a traveler he had not processed on the date that the notes were entered.

STATUS:

15 Oct 2019: received final disposition from region - founded/closed.

05 Jun 2019: received GCMS audit results from IRCC.

08 May 2019: Waiting for GCMS audit results.

NEXT STEPS:

04 Sep 2019: E-mail from region - ""Disciplinary process still open"".

12 Aug 2019: waiting for final update (founded/unfounded).

16 Jul 2019: update from region - Disciplinary process underway - pre-disciplinary meeting was scheduled to be held 15 Jul 2019 (I sent an e-mail to region requesting status of allegation - founded or unfounded).

18 Jun 2019: forwarded analysis report to region - waiting for results.

01 May 2019: will advise region of GCMS audit results" Regional Investigation

PS 19-106 18-Apr-19 "BSO - UNAUTHORIZED DISCLOSURE

BSO shared traveler ICS information to an unknown email address.

Status: 2019-09-03 File forwarded to region and waiting for final disposition." Regional Investigation

PS 19-108 23-Apr-19 "STUDENT BSO I FALSIFICATION OF DOCUMENTS;
LACK OF CANDOR

SBSO submitted an altered transcript in support of his status as a student and continuing eligibility for employment.

STATUS: 24 APR 2019 FOUNDED" Regional Investigation
PS 19-109 23-Apr-19 "BSO - ABUSE OF AUTHORITY / DISCREDITABLE CONDUCT ON DUTY

BSO I is alleged to have threatened and berated the captain of an aircraft with various penalties for exceeding the number of passengers allowed and for opening the door without permission.

STATUS:

24 Jul 2019: update from region - case closed as founded.

07 Jun 2019: Fact-finding is scheduled for 30 May 2019 (monthly update document).

08 May 2019: case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-110 23-Apr-19 "BSO I - Discreditable Conduct - On Duty

BSO is alleged to have bullied OIIP by referring to him as a ""mole"" and told multiple colleagues that he works on behalf of Professional Standards.

STATUS: 29 MAY 2019 - Received the final disposition from the region - allegation is founded.

NEXT STEPS: Close file accordingly." Regional Investigation

PS 19-111 23-Apr-19 "BSO - NEGLECT OF DUTY /
INSUBORDINATION

On April 12, 2019 while working primary Bso missed a lookout coming through. There was advance notice of this lookout and he was distracted with speaking to another officer. He told a superintendent.

Second incident - There was a few people at the front counter and a superintendent requested go to the front counter and assist. He said that he did not want to do it and to send someone else because was off in an hour and didn't want to deal with it.

STATUS:

24 Jun 2019: update from region - allegation of Neglect of Duty is founded - case closed.

05 Jun 2019: update from region - the fact-finding process is still underway.

08 May 2019: case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-112 23-Apr-19 "BSO DISCREDITABLE CONDUCT ON DUTY

BSO is alleged to have not properly stored his firearm

Status: 23Apr2019 DG File received and logged. Regional file.

19Sep2019 DG Rencontre régionales : Allégation fondée, dossier clos.

" Regional Investigation

PS 19-116 29-Apr-19 "BSO DISCREDITABLE CONDUCT OFF DUTY / DISCREDITABLE CONDUCT ON DUTY

April 26, 2019, email received from I district Director requesting CCTV footage from March 11, 2019. District Director indicates that on March 11, 2019, BSO demonstrated misconduct on and off duty / contravention of the code of conduct; specifically in regards to: Professionalism, private off duty conduct, contact with the public, conflict of interest, and avoidance of preferential treatment.

On the evening of March 11, 2019 at approx. 1850hrs went to pick up pizza from a local restaurant down the street for his lunch. When he returned to the port he notified a Superintendent (me) that he had an encounter with another vehicle, where they cut him off aggressively during a lane merger. ate his lunch quickly and prior to the end of his break he returned to the main office where he noticed that same vehicle was in line to cross back into Canada. While still on his break, he exited the office and involved himself in the primary interview of that traveller, and then performed a trunk examination at the primary booth to "look for indicators of impairment". None were discovered.

Status: 2019-08-15 File closed. Founded

" Regional Investigation

PS 19-117 30-Apr-19 "Financial Technician I Unauthorized Access/Misuse of IT Systems

On 25 Apr 2019 to 26 Apr 2018, :triggered the office alarm 3 times overnight and at 0300 hours. The employee stated that she was processing year end work in CAS; however, she did not have prior authorization for overtime by management.

STATUS: 25 JUL 2019 - Disposition inconclusive results. Update from the region, FF conducted 27 JUN 2019 awaiting FF notes and disposition.

NEXT STEPS: Close the file accordingly.

" Regional Investigation

PS 19-118 30-Apr-19 "BSO I AND STUDENT BSO
NEGLECT OF DUTY

BSO and Student BSO who were stations at immigration point and primary point respectively, failed to identify and intercept a traveler that had been coded as a mandatory immigration referral. They allowed the traveler to leave primary without referral to secondary.

2019-JUL-02: Waiting on region to provide final disposition.

2019-JUN-05: Waiting on final disposition. LR advised on MAY 28 that the Fact finding preparation done for meeting with BSO Awaiting information on SBSO

2019-MAY-01: prelim review conducted did not uncover any associations between our employees and the traveler. Region can be advised that the file can proceed locally. " Regional Investigation

PS 19-119 03-May-19 "ACTING SUP. NEGLECT OF DUTY

A/ Sup. is alleged to have let two passengers who were ICES referrals leave secondary without reviewing declarations or baggage.

Status:

03May2019 PSD advises matter is on hold while under review; mgmt. asks & receives DSO's permission to burn video

27Aug2019 File closed. Disposition founded." Regional Investigation

PS 19-121 03-May-19 "BSO MISUSE OF IT SYSTEMS

According to a statement provided by TSR on March 13, 2019 at the Front Office, BSO
Illegedly used unlocked desktop to send an email from outlook to himself.

STATUS: FOUNDED

" Regional Investigation

PS 19-123 03-May-19 "BSO I - UNAUTHORIZED DISCLOSURE

Verbal complaint received from former CBSA employee who overheard BSO speaking
about CBSA activity in coffee shop. No personal information is alleged to have been disclosed.

STATUS:

22 May 0219: e-mail from region - case closed as inconclusive.

08 May 2019: case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-124 03-May-19 "BSO - Misuse of Duty Firearm (Accidental Discharge of
Firearm)

On 01 May 2019, BSO I accidentally discharged his firearm in arming room while disarming at the
end of his shift. The discharge was heard by Supt.

STATUS: 22 MAY 2019 - Received the fact finding and disposition of founded documentation from the
region.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 19-127 08-May-19 "OIDP MISUSE OF CREDENTIALS

OIDP sent an email request to LO requesting information regarding his mother's visa
application and why it was delayed. explicitly stated in the email that he was a BSO.

2019-JUL-17: Chief _____ advised that the final disposition was UNFOUNDED June 03. Upon re-analysis and review, no additional info was uncovered that would necessitate further analysis. Prelim report completed and submitted to region for concurrence on initial final disposition of Unfounded determined by Chief _____ back in June. Waiting on region to confirm final disposition.

2019-MAY-31: Fact finding results analyze and region advised to proceed locally. Once outcome is determined, we will require that the final disposition be communicated back to us.

2019-MAY-30: Results of fact finding received. Next step to review fact finding and advise region on next step.

2019-MAY-15: Sent questions to region to address with employee during fact finding. Waiting on results from the region.

" _____ Regional Investigation

PS 19-130 13-May-19 "UNKNOWN -" - THEFT OF FINANCIAL ITEMS

Unknown BSO submitted seized money, upon review of the submission local management discovered a \$2000 discrepancy from what the BSO had reported and what was submitted.

11Sep2019 DG File returned to region for them to determine if allegation again _____ is founded or unfounded.

" _____ Regional Investigation

PS 19-132 13-May-19 "BSO" - Discreditable Conduct - On-Duty

On 20 Mar 2019, BSO _____ referred to a traveler's trip with friends as a ""cougar trip"". The traveler was offended by his comment. This referral was received after the region had already conducted the fact-finding.

STATUS: 15 MAY 2019 - Fact finding and disposition results supplied, allegation is founded.

NEXT STEPS: Close file accordingly. " _____ Regional Investigation

PS 19-133 13-May-19 "BSO" - ASSAULT / MISCONDUCT ON DUTY
(EXCESSIVE USE OF FORCE)

BSO is alleged to have used excessive force (grabbing a traveler by the top of his shirt and pushing him into a wall) when referring the traveler to secondary. The region advises that there is a discrepancy in the CCTV footage of the incident and what the BSO reported.

STATUS:

13 Sep 2019: update from region - (15Aug2019) Management awaiting results of formal use of force review and will conduct debrief with ee upon receipt.

08 Jul 2019: received update from region.

-

- CCTV will be sent to SPSA.

- Region requests to handle matter locally.

02 Jul 2019: Sent update request to region (CCTV footage and development?)

14 May 2019: Manager requested from the region a copy of the video evidence for my review. I will also request results from the region in regards to: "" ... and to share the footage [view only] with the police force of jurisdiction. The police will be requested to make a determination as to whether assault charges will be laid against BSO

" Regional Investigation

PS 19-134 13-May-19 "STUDENT BSO CONDUCT ON DUTY - DISCREDITABLE

Student BSO allegedly was seen using his personal cellular phone while working the primary inspection line.

STATUS:

3 Jun 2019: e-mail from region - founded/case closed.

14 May 2019: Case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-135 13-May-19 "SUPERINTENDENT DISCREDITABLE CONDUCT ON DUTY; UNAUTHORIZED COMMENTS; ACTIONS CONTRARY TO CBSA MANDATE/REGS/POLICY

Supt. self disclosed that he made an inappropriate comment to a BSO.

STATUS: FOUNDED for each allegation.

" Regional Investigation

PS 19-138 14-May-19 "BSO - NEGLECT OF DUTY

BSO missed the lookout of a traveler who had no luggage and had been coded as a lookout.

STATUS: FOUNDED" Regional Investigation

PS 19-139 14-May-19 "INTELLIGENCE OFFICER - MISUSE OF IT SYSTEMS

IO | is alleged to have accessed a placed lookout of a former colleague who is a police officer.

26Jun2019 DG File returned to region for conclusion.

16Oct2019 DG informed us that 2019 OCT 10 - On October 2nd, AD updated RLR on the meeting with TPS. RLR followed up with management assigned to the case to progress the file." Regional Investigation

PS 19-141 21-May-19 "BSO - Unauthorized Disclosure

BSO is alleged to have sent at least one email with protected information to his personal email account. Management is looking for an audit of his mailbox from April 1, 2017 to August 27, 2018 to determine if protected information is systematically being sent to his personal email account.

STATUS: 04 NOV 2019 - Received update from regional LR. LR awaiting direction from Awaiting disposition and fact finding results from the region/LR.

NEXT STEPS: Close the file accordingly.

11Dec2019 DG Update request sent to region.

" Regional Investigation

PS 19-142 21-May-19 "BSO - MISUSE OF DUTY FIRE ARM

Vendredi le 2019-05-10, vers 20h45, je, [REDACTED] surintendant, suis entré dans la salle d'armement du Centre de Traitement de Régional pour me désarmer à la fin de mon quart de travail. J'ai remarqué que la case [REDACTED] de l'armoire Dasco était restée ouverte et déverrouillée. À l'intérieur, se trouvait une arme à feu de service [REDACTED] verrouillée à l'aide d'un câble, 3 chargeurs avec 51 munitions, un pulvériseur OC [REDACTED] un bâton [REDACTED] et un tampon dateur de l'ASFC : [REDACTED] Ces outils sont assignés à l'ASF ! [REDACTED] J'ai sécurisé les outils dans ma case Dasco [REDACTED] afin que je puisse aller chercher le double de la clé de la case à [REDACTED] L'ASF [REDACTED] est alors entré dans la salle d'armement pour me demander quand l'ASF [REDACTED] revenait au travail car il avait été mis au courant qu'une case avait été laissée ouverte. Une fois les outils sécurisés dans ma case, je suis allé chercher le double de clé de la case [REDACTED] dans le bureau des surintendants et j'ai ensuite replacé tout les outils dans la case [REDACTED] avec une note avisant l'ASF de l'entreposage inadéquat de son équipement de défense.

2019-JUN-25: Waiting on region to provide outcome.

2019-MAY-24: File deemed regional upon receipt of initial email referral. No action required from SPSA at this time. Waiting on region to report on final disposition. " Regional Investigation

PS 19-144 21-May-19 "BSO - NEGLECT OF DUTY

BSO [REDACTED] processed and released a traveler prior to verifying the reason for the referral. Traveler was being referred for a lookout for a wants and warrant. BSO then wrote a notepad entry stating that traveler was not examined as name was spelled differently on E311 card (first name was missing an ""e""). BSO then admitted that he had used that reason to explain why he had not proceeded with the Lookout verification.

STATUS: FOUNDED" Regional Investigation

PS 19-145 22-May-19 "BSO I - EXCESSIVE USE OF FORCE

It is alleged that BSO [REDACTED] used excessive force when processing a traveller.

STATUS:

17 Jul 2019: Update from region ""Complaint deemed unfounded. No misconduct. File closed.""

23 May 2019: Case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-146 27-May-19 "INLAND ENFORCEMENT OFFICER
OF CBSA EQUIPMENT - MISUSE

While using a CBSA vehicle to check IEO allegedly sounded the siren system because a vehicle
allegedly cut him off.

STATUS: 2019-09-09 Founded. Closed." Regional Investigation

PS 19-148 27-May-19 "BSO - MISUSE OC SPRAY

It is alleged that BSO did not properly store his defensive equipment, specifically his defense spray.

STATUS:

19 Sep 2019: regional ydate - founded / closed.

27 May 2019: case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-149 27-May-19 "OIDP | and OIDP
Discreditable Conduct - On-Duty

OIDP allegedly spoke unprofessionally about a traveller who overtly looked confused and
appeared to not understand English. Once the traveller entered immigration, OIDP allegedly
laughed very loudly and sarcastically stated ""these are the kinds of people we are letting into Canada."""

It is alleged that OIDP ;miled and nodded in response to OIDP comment.

STATUS: 06 SEP 2019 - Allegations are founded but did not received the fact finding reports. Referred to
the region and DSO approval for video footage sought.

NEXT STEPS: Close the file accordingly.

" Regional Investigation

PS 19-155 29-May-19 "BSO - ACTION CONTRARY TO
THE CBSA MANDATE/POLICY/REGS

- NEGLECT OF DUTY

A complaint was received from a traveller's mother who complained about BSO procedures and conduct.

The complainant's daughter allegedly attempted to enter Canada with CBD Oil, BSO determined that it was inadmissible and gave the traveler the option to abandon the product or return to the US. The traveller opted to return to the US. Upon re-entry to the US the traveller was arrested, had her nexus card seized and was fined \$500.

STATUS: Actions Contrary to CBSA - UNFOUNDED

Neglect of Duty - FOUNDED" Regional Investigation

PS 19-157 29-May-19 "BSO I - Discreditable Conduct - Action
Contrary to CBSA Mandate/Policy/Regs

On 23 May 2019, BSO is alleged to have spoken rudely, sarcastically and unprofessionally to A/Sup In addition, it is alleged that pushed with her forearm.

STATUS: 13 SEP 2019 - Received the fact finding and disposition documentation.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 19-159 31-May-19 "BSO I - ACTION CONTRARY TO CBSA
MANDATE, POLICY AND REGS /MISUSE DEFENSIVE EQUIPMENT

IMPROPER STORAGE OF DEFENSIVE EQUIPMENT.

STATUS:

19 Sep 2019: regional update - founded / closed.

04 Jun 2019: Case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-160 31-May-19 "BSO
MANDATE POLICY AND REGS - ACTION CONTRARY TO CBSA

BSO | allegedly misused her personal cell phone to take a picture of a tobacco seizure.

STATUS:

19 Sep 2019: regional update - founded / closed.

04 Sep 2019: waiting for regional results.

07 Jun 2019: Sent request to IS for user mailbox.

06 Jun 2019: request from region to analyze work mailbox for sent videos.

03 Jun 2019: case opened as a regional investigation - waiting for results." Regional Investigation

PS 19-163 06-Jun-19 "SECURITY SPECIALIST
TO CBSA MANDATE, POLICY, REGS. ACTION CONTRARY

""Unauthorized Leave- During a mandatory meeting, the employee got up and left the workplace without requesting leave or giving any notice verbal or otherwise. She did not return to work at all that day. She left approx. 15 minutes after the start of her shift and was absent for approx. 7.25 hours"".

STATUS:

12 Aug 2019: file closed as unfounded as per regional fact-finding.

07 Jun 2019: file opened as a regional investigation - waiting for results." Regional Investigation

PS 19-164 06-Jun-19 "BSO
AREA / MISUSE OF DEFENSIVE EQUIPMENT UNAUTHORIZED ACCESS TO A PHYSICAL

BSO is alleged to have brought his sister to work while he was off-duty, it is alleged that they entered to arming room.

STATUS:

07 May 2019: File opened as a regional investigation - waiting for results." Regional Investigation

PS 19-168 12-Jun-19 "Admin Assistant (AA) - Unauthorized Disclosure

On 06 Jun 2019 that AA disclosed another employee's personal medical information about a colleague to another co-worker while another co-worker overheard the information. The employee complainant was very upset about the disclosure.

STATUS: 12 AUG 2019 - Received the fact finding and disposition documentation from the region.

NEXT STEPS: Close file accordingly." Regional Investigation

PS 19-170 12-Jun-19 "IEO 1 DISCREDITABLE CONDUCT OFF DUTY /ACTION CONTRARY TO CBSA MANDATE POLICY AND REGS

IEO was allegedly returning from Las Vegas, his flight was included in a project to 100% x-ray all baggage. IEO was allegedly identified himself as a CBSA Officer, and was loud/rude when questioning the student BSO at PIL and the OIC's authority to conduct a 100% x-ray

Status: 11Sep2019 DG Final report received. Allegation founded." Regional Investigation

PS 19-171 12-Jun-19 "BSO - ACTIONS CONTRARY TO CBSA MANDATE POLICY , REGS

While roving BSO processed a family of travellers (woman, child and uncle). Shortly into the processing BSO LAM realized that he knew the adult female from approximately 10years prior. did not remove himself from the processing for a conflict of interest at this time. Only later, upon bringing the uncle to secondary and updating the superintendent was requested to excuse himself from the processing.

STATUS: FOUNDED" Regional Investigation

PS 19-172 12-Jun-19 "ADMIN ASSISTANT ACTIONS CONTRARY TO CBSA MANDATE POLICIES AND PROCEDURES / DISCREDITABLE CONDUCT ON DUTY

It is alleged that AA. has spoken rudely and unprofessionally to colleagues.

STATUS:

19 Sep 2019: regional update - founded / closed.

13 Jun 2019: File opened as a regional investigation - waiting for results." Regional Investigation

PS 19-173 12-Jun-19 "INVESTIGATOR
/ ACTION CONTRARY TO CBSA MANDATE, POLICY, REGS

UNAUTHORIZED DISCLOSURE

It is alleged that Investigator [REDACTED] is making unauthorized disclosures to an immigration lawyer and external partners.

Status: 2019-12-18 Manager [REDACTED] advised that they have not spoken to him yet and that is [REDACTED] on a special project with the RCMP and they will speak to him once he returns to his position with CBSA in May or June 2020. " [REDACTED] Regional Investigation

PS 19-174 12-Jun-19 "OIDP [REDACTED] - Failed to disclose outside activities

It is alleged that OIDP [REDACTED] has applied to be mayor of his community without completing the required self disclosure/contlict or interest reports.

STATUS:

19 Sep 2019: regional update - founded / closed.

13 Jun 2019: File opened as a regional investigation - waiting for results.

13 Jun 2019: Attached an e-mail with news article regarding

"" Présentement, je suis en arrêt de travail au service frontalier. J'ai pris un arrêt de travail sans solde. Si je deviens maire, je resterai en sans solde tout le temps de mon mandat. Dans ma compagnie de construction, j'ai un associé qui reprendra les rênes de mon entreprise. Je m'engage d'autre part à ne faire aucune construction à [REDACTED] pendant la durée de mon mandat. """

" [REDACTED] Regional Investigation

PS 19-175 12-Jun-19 "BSO [REDACTED] Misuse of defensive equipment

It is alleged that BSO [REDACTED] failed to properly store his ammunition

Status: 12Jun2019 DG Regional file.

19Sep2019 DG Rencontre régionales : Allégation fondée, dossier clos.

" Regional Investigation

PS 19-176 12-Jun-19 "IEO · Unauthorized Disclosure - Misuse of Gov't
Property - Neglect of Duty

Complaint was received by RCMP from the mother-in-law of IEO who found confidential CBSA documents that contained personal information related to CBSA inland enforcement clients located at his residence while his mother-in-law was cleaning the home previously occupied by IEC. The mother-in-law provided this documentation to the CBSA. The mother-in-laws indicated to management that the BSO had bragged about using CBSA databases for personal reasons which concerned her since she was the one to make the complaint.

STATUS: 04 NOV 2019 - Received the fact finding and disposition of founded from the region. Sent regional LR a status request. Waiting for the investigation report from the region. Provided the prelim findings update to the region. Submitted findings and recommendations for review and approval. Reviewed GCMS audit results. All ICES/ICES/IPIL Air and Hwy database audit results are nil or negative.

NEXT STEPS: Close file accordingly.

" Regional Investigation

PS 19-178 14-Jun-19 "BSO · DISCREDITABLE CONDUCT ON DUTY

Request for CCTV footage received from following a client complaint.

Client alleges he arrived to an unoccupied primary booth and was immediately targeted by BSO due to a previous complaint he had filed against him in February, 2018. (X-Ref 17-18-WB-251)

Client alleges BSO chased his car and threatened ""If you ever fucking do it again I will take your Nexus card from you"". Client alleges this is his second occurrence of a similar nature with BSO

STATUS: UNFOUNDED

" Regional Investigation

PS 19-180 17-Jun-19 "BSO · DISCREDITABLE CONDUCT OFF DUTY

On June 14, 2019, while on a scheduled day of rest BSO used his RAIC to enter the CBSA area. It is alleged that BSO was approaching colleagues that were on duty, to sign a petition in his capacity as a Union Representative.

STATUS: FOUNDED" Regional Investigation

PS 19-181 17-Jun-19 "IT ANALYST MISUSE OF GOVERNMENT
PROPERTY

SPSA received a referral from the region concerning video and text messages saved on one of their forensics computers. The information is thought to be in relation to

STATUS: FOUNDED" Regional Investigation

PS 19-183 24-Jun-19 "OIDP" - MISUSE OF DUTY FIREARM

It is alleged that OIDP failed to properly lock his DASCO/left his key in the DASCO lock.

12Aug2019 DG

Prairies update. Fact finding received. Allegation founded. File closed.

" Regional Investigation

PS 19-186 26-Jun-19 "BSO UNAUTHORIZED DISCLOSURE /
ACTION CONTRARAY TO CBSA MANDATE, POLICY AND PROCEDURES

It is alleged that BSO [REDACTED] has been showing people pictures of travel documents, taken on his personal phone. It is alleged that BSO [REDACTED] thought the names on the travel documents were "funny".

Status : 24Jul2019 DG File with region to complete with LR.

13Nov2019 DG informed me that the allegation if founded.

" Regional Investigation

PS 19-188 28-Jun-19 "BSO DISCREDITABLE CONDUCT ON-DUTY /
ACTIONS CONTRARY TO CBSA MANDATE, POLICY AND REGS

It is alleged that BSO made hateful and disrespectful comments about homosexuals. It is further alleged that BSO has made hateful and inappropriate comments about females and immigrants.

2019-AUG-14: All audit verifications including LERC wsa non-resultant, file transferred to region to proceed locally.

2019-JULY-09: Waiting on approval for LERC, review mailbox and personal drive commenced and other verifications ongoing. " Regional Investigation

PS 19-191 28-Jun-19 "BSO - UNAUTHORIZED COMMENTS

BSO was overheard saying an inappropriate comment ""what did that n---- want?"" Management has already commenced a fact-finding.

STATUS: FOUNDED" Regional Investigation

PS 19-193 28-Jun-19 "BSO - DISCREDITABLE CONDUCT ON DUTY / ACTIONS CONTRARY TO CBSA MANDATE, POLICY AND REGS

Information provided indicates that an inappropriate comment was made.....

As you know, I was working at E today, June 9, 2019, for an OT shift. came down to the port at approximately 19:45 to get a vehicle for him to go to tomorrow.

He asked where all of our vehicles were, since there weren't any parked outside.

I told him that and I carpooled today, and that my car was parked in the garage. We told him how it was raining/hailing today and we moved my car out of the way. At this time walked to the back, and continued on, asking what car I drive. I told him I have a He starts yelling out ""Oh she drives a "" making a big production out of it. I said to him, she already knows this since we carpooled today.

walked back out, and continued on loudly saying how I must make more money than him if I can afford that.. or that someone else must foot the bill for it. I said that I pay for it myself thanks. continues by saying ""or you're still on the teet.""

Status: 2019-09-03 File is being handled by the region. Waiting for final disposition

" Regional Investigation

PS 19-195 03-Jul-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE, POLICY, REGS /INAPPROPRIATE COMMENT

A complaint was received from a member of the public advising that while waiting to be processed at Pearson BSO would have called the traveller by ""hey wheelchair"" instead of sir, mister, etc. Supt handled was asked to deal with the client.

File closed 16Oct2019 - Founded" Regional Investigation

PS 19-198 04-Jul-19 "BSO - CRIMINAL ASSOCIATION - MISUSE OF
CBSA DATABASES

BSO self-disclosed that she searched her brother in-law in CBSA databases 5 years ago.

Status: 11Oct2019 DG We transferred the file as follow:

- o to Personnel Security for you to proceed to a security briefing with the employee to address the allegation of criminal association.

- o to the region for you to proceed to fact findings in consultation with labor relations to address the allegation of misuse of CBSA databases. Once the file is completed, please let us know if the allegation is founded or unfounded so we can close our file accordingly. Please omit disciplinary measure.

15Oct2019 DG

Demande de mise à jour envoyé à

" Regional Investigation

PS 19-199 04-Jul-19 "BSO
POLICY, REGS /FRAUD AGAINST CBSA

ACTIONS CONTRARY TO CBSA MANDATE,

BSO called in sick - on same day he was seen at a swim meet by a colleague. The colleague reported the information to management. Management confronted BSO BSO advised that he called in sick because he knew another BSO had already taken the day off and that his request would be denied.

STATUS: FOUNDED

" Regional Investigation

PS 19-201 04-Jul-19 "HEARINGS OFFICER
TO CBSA MANDATE, POLICY REGS

ACTIONS CONTRARY

DRUGS INTOXICANT USE AND NEGLECT OF DUTY

Cross ref file PS 19-052 was referred to PerSec for review / action. Information received by PerSec during the interview has lead for a new file to be created in SPSA:

concerns raise:

- drug use - different information provided to PerSec vs Management
- arrests;
- lying in security interview

Status: 11Sep2019 DG File returned to region for fact finding with the employee and completion of the file.

" Regional Investigation

PS 19-204 08-Jul-19 "BSO

NEGLECT OF DUTY

Allegation received that BSO failed to properly store his ammunition - regional investigation

2019-07-16: File deemed regional by SPSA Manager upon receipt of initial email referral. "
Regional Investigation

PS 19-207 08-Jul-19 "BSO Neglect of Duty

Allegation received that BSO failed to properly store his firearm.

File sent to region for fact-finding.

STATUS:

19 Sep 2019: regional update - founded / closed.

09 Jul 2019: File opened as a regional investigation - waiting for results." Regional Investigation

PS 19-208 10-Jul-19 "BSO - DISCREDITABLE CONDUCT ON-DUTY

BSO allegedly fell asleep while at Pil- it is alleged that a traveller pulled up to PIL, filmed BSO and posted the video to social media.

BSO allegedly woke up to find a car in front of him and proceeded with processing the traveler.

2019-AUG-07: As per file is currently being finalized and reviewed by LR and management.

2019-07-16: File deemed regional by SPSA MANAGER upon receipt of initial email referral. "
Regional Investigation

PS 19-209 10-Jul-19 "BSO DISCREDITABLE CONDUCT ON DUTY

BSO ; alleged to have called A/Sup a derogatory name and then punched a wall.

Status: Closed. Allegations of Discreditable conduct 'Founded'." Regional Investigation

PS 19-210 10-Jul-19 "BSO NEGLECT OF DUTY
BSO | - NEGLECT OF DUTY

It is alleged that BSO issued 4 different work permits (3 voided) to the same client, but with a different UCI from the study permit application and different passport number. As a result BSO is alleged to have changed the DOB and Address on the work permit. BSO assisted with the fourth work permit. Neither BSO made notes for the GCMS file or in their notebooks.

STATUS: 10 Jul 2019 Region is handling the file locally." Regional Investigation

PS 19-211 10-Jul-19 "STUDENT BSO - DISCREDITABLE CONDUCT ON-DUTY/SELF-DISCLOSURE

It is alleged that SBSO was in possession of cannabis and asked another SBSO to take her bag out of the room when she became aware that a would be visiting her class.

STATUS:

09 Sep 2019: e-mail from region stating that file is closed as founded.

18 Jul 2019: requested picture ID for social media identification.

10 Jul 2019: file opened as a regional investigation only - waiting for results." Regional Investigation

PS 19-213 11-Jul-19 "BSO and BSO - ACTIONS
CONTRARY TO CBSA MANDATE, POLICY, REGS

Request for CCTV footage received by the DSO following a complaint from a member of the public.

The complaint from the member of the public alleges that one or both BSOs verbally assaulted him and his son and that one of the BSO physically assaulted his wife by pushing her with his chest.

CCTV video to be reviewed.

STATUS: 2019-09-26 Unfounded. Closed." Regional Investigation
PS 19-214 11-Jul-19 "BSO NEGLECT OF DUTY

BSO - NEGLECT OF DUTY

BSO NEGLECT OF DUTY

Request for CCTV received by DSO, incident:

Officers assigned to point functions missed 3 separate referrals coded for secondary inspection. Two of these referrals were targets and involved internal/external partners.

Review of CCTV required and approved by DSO.

STATUS: FOUNDED" Regional Investigation

PS 19-215 11-Jul-19 "ADMIN" - Action Contrary to CBSA Mandate, Policy, Regs.

Allegation received that deleted numerous CANPASS/NEXUS files from from Apollo

Further information required:

Contact Chief Ismaelle at for information about what was deleted.

STATUS:

19 Sep 2019: regional update - fact finding concluded - disciplinary measures handed today.

23 Jul 2019: referred to region - waiting for results.

18 Jul 2019: Talked with a/chief in Mtl. they already have most information gathered.

" Regional Investigation

PS 19-216 12-Jul-19 "BSO Discreditable Conduct - on Duty

During administrative processing of immigration clients, BSO is alleged to have used inappropriate language within earshot of clients.

STATUS:

13 Aug 2019: received e-mail from region - allegation is founded - case closed.

16 Jul 2019: file opened as a regional investigation only - waiting for results." **Regional Investigation**

PS 19-217 12-Jul-19 "HR ASSISTANT AND LR /
NEGLECT OF DUTY

The employee's are alleged to have left protected LR documents in a locked cabinet at an old work location. The employee's were tasked with emptying the cabinets and are alleged to have advised the moving committee that the cabinets were empty prior to the move to the new building. The cabinet full of files was discovered by the Regional Programs Manager who was doing the final walk through.

STATUS: 24 SEP 2019 - Notified the region that file is closed due to the tier system. Allegations are deemed founded. Referred to the region.

NEXT STEPS: Closed file accordingly." Regional Investigation

PS 19-219 12-Jul-19 "BSO : - DISCREDITABLE CONDUCT ON-DUTY
BSO - DISCREDITABLE CONDUCT ON-DUTY
BSO - DISCREDITABLE CONDUCT ON-DUTY

The employees lost control and verbally attacked a Superintendent who issued a directive to them that they did not comply with and a lack of respect resulting from the same situation.

2019-DEC-30: Sent follow-up email to the region for status update.

2019-09-19: As per update from LR is handling the file.

STATUS: Region is handling the file." Regional Investigation

DISCREDITABLE CONDUCT ON DUTY

Allegation received that BSO threw water in a passenger's face.

Status: 16Jul2019 DG File received and logged as regional.

19Sep2019 DG Rencontre regionals: En processus RT au niveau regional.

15Oct2019 DG

Demande de mise à jour envoyé à

" Regional Investigation

PS 19-222 17-Jul-19 "BSO - CRIMINAL ASSOCIATION

Un rapport reçu de la GRC nous informe que BSI fut observé en train de manger avec "S" au restaurant le 31 mai dernier, ce dernier a récemment purger une peine de prison.

Status: 17Dec2019 DG Rapport d'analyse envoyé à la région pour découverte de faits." Regional Investigation

PS 19-223 17-Jul-19 "BSO - CONFLICT OF INTEREST

Information received that BSO personal cell phone number was found in the cell phone of a truck driver who was recently intercepted trying to import illegal tobacco through

The region advises that BSO has never processed the truck driver at I , and that the presence of phone number may be the result of an outside work connection unrelated to CBSA.

En résumé, le 5 juin 2019, lors du ratissage du par les enquêtes criminelles de la région du il a été découvert dans un lieu de perquisition à un carnet téléphonique personnel. Ce carnet téléphonique appartient au camionneur qui a été intercepté au avec près de 40000 livres de tabac de contrebande le 27 mai 2019, le tabac était dissimulé sous des copeaux de bois. Dans le carnet téléphonique, il y avait le nom de l'ASF et son numéro de cellulaire personnel ainsi que le nom de et son numéro de cellulaire personnel . A ce jour, il n'y a rien qui nous permet dans notre enquête de relier l'ASF iu camionneur Les recherches

préliminaires dans l'historique de passage n'indique aucun dédouanement par l'ASF | du camionneur lors de ses passages au point d'entrée

Ce dossier vous est soumis afin que des vérifications des différentes bases de données et/ou fichiers de l'employé soient complétées afin de dissiper tout doute quant à l'implication de cet agent dans des activités irrégulières.

Notons qu'il est possible que la présence des coordonnées de l'ASF dans le carnet téléphonique soit simplement reliée à des activités personnelles de nature familiale alors que l'ASF et ses enfants sont très impliqués dans des activités de loisirs dans cette région.

" Regional Investigation

PS 19-224 17-Jul-19 "GENERAL SUPPORT · TIME FRAUD

It is alleged that GSP requested leave for Personal Selection Process (security interview).

It was later learned that did not attend the interview.

STATUS: FOUNDED" Regional Investigation

PS 19-225 17-Jul-19 "IEO · DISCREDITABLE CONDUCT ON-DUTY-ON-DUTY

An anonymous letter was received on 22 Jun 2019 that reported odd behavior that may be intoxication of IEO while on duty.

STATUS: 30-JUL-2019- Allegations unable to determine, since employee denied being intoxicated while at work. Referred to the region.

NEXT STEPS: Close file accordingly,

" Regional Investigation

PS 19-226 17-Jul-19 "BSO · ACTIONS CONTRARY TO CBSA
MANDATE/POLICY/REGS - DISCREDITABLE CONDUCT ON-DUTY

Complaint from client received that BSO

berated her and made her feel like a child.

Status: 30Oct2019 File closed - Disposition withdrawn.

" Regional Investigation

PS 19-232 23-Jul-19 " DISCREDITABLE CONDUCT - OFF-DUTY

On 18 Jul 2019, a complaint was received that alleged that [REDACTED] who identifies on his Facebook page works for CBSA, has made threatening remarks to kill women on the Facebook [REDACTED] group.

According to news feed, the Administrator of the Facebook [REDACTED] page posted a selfie that indicated that 'this may be my final post, they're coming for me and I have done something very very terrible...I am sorry.' At the same time, he was posting images to his Instagram account that documented him travelling to [REDACTED] home and allegedly killing her.

STATUS: 09 JAN 2019 - Referred to the region. Drafted email to forward to the region for the fact finding. Forwarded analysis report to Manager and I [REDACTED] for review. Accepted edit changes to findings report and forward report and PDF to Manager for next steps. Updated the region. Forwarded signed PDF prelim findings final report. Received final edited prelim findings report from Manager. Attempted to contact the complainant via telephone, left VM. Region requested an update. Regional LR notified of complaint received. Email sent to complainant. Conduct OSINT to verify the compliant.

NEXT STEPS: Awaiting fact finding results.

" Regional Investigation

PS 19-236 24-Jul-19 "CLERK DISCREDITABLE CONDUCT ON DUTY

Allegations received:

Issue 1: Potential death threat

- On July 19th, [REDACTED] was advised by [REDACTED] advised him that an employee came forward to her, [REDACTED] of an urgent situation that came up. She [REDACTED] indicating that [REDACTED] came to her

cubicle asking if she was the one providing training to the employees. She then proceeded to tell I that she ""wanted to get gasoline and set an employee on fire"". She was referring to an employee, advised her that the comment wasn't funny and responded with ""fine, I will push her in front of a bus then and be done with her."""

- confirmed that was in the workplace. He escorted her out of the building, took her pass, and advised her that she is not to return to the workplace until the manager follows up.

Issue 2 - Allegations of unwanted attention

- LR was advised by that had approached him informally to advise him of a case of unwanted attention of another employee approximately two weeks ago. The employee complaining, indicated that the employee, had been contacting him beyond professional workplace communication, such as a text telling him to come over. is currently in the process of gathering the texts and information he has where was being inappropriate.

- met with to advise of the situation to date and indicated he is looking in to the matter with our support and in consultation with the union and -

- When compensation sent out a taskforce email requesting volunteers to assist with the backlog of actings, volunteered and was helping 2-3 days a week. During this time, she worked on file. indicated that he received a message that he owes her. He became concerned that she was looking into his HR file. Management is currently gathering further information into the matter to confirm whether the employee purposely worked on his file, or if she was assigned the file. Furthermore, they are also gathering more information about the texts and inappropriate messages that were sent. has committed to providing this information by July 26th.

2019-AUG-01: Email from Director indicating that ""considering the nature of the occurrence, for which the facts are relatively straightforward, this file should be handled directly by management going forward."""

" Regional Investigation

PS 19-238 26-Jul-19 "BSO - NEGLECT OF DUTY

On June 11, 2019, while working the main exit Point position, BSO failed to refer two subjects of an ICES lookout "XXXXXX 10 7010". The two subjects were processed at separate times. A third travelling companion - who was not the subject of a lookout - was referred to Secondary, however, it is not clear if this third individual also interacted with BSO

STATUS: 24 Oct 2019 Regional fact finding

" Regional Investigation

PS 19-239 26-Jul-19 "BSO
TO CBSA MANDATE, POLICY, REGS - ACTIONS CONTRARY

A verbal altercation occurred between BSO: in the secondary office. BSO called BSO "a passive aggressive asshole" and stated what he had done was a "dick move".

Following the verbal altercation with BSO A/Superintendent told BSO when she felt calm enough to come to the Superintendent's Office to discuss what had just occurred. BSO replied pointedly that she felt she had dealt with the issue and that nothing further need to be discussed. BSO I stated that she didn't need management involved as she didn't trust them and certainly she didn't trust her given how felt had managed previous incidents. BSO provided sufficient details about the previous incident she was alluding to so that anyone present could identify the BSO/incident she was referring to (individual is subject to disciplinary action). That information was only known to BSO in her role CIU Branch president.

STATUS: 13 SEP 2019 The region is awaiting copy of FF report from Mgt." Regional Investigation

PS 19-241 26-Jul-19 "BSO - NEGLECT OF DUTY

It is alleged that BSO (slept while on shift, and that he placed his duty belt in a drawer while he slept.

2019-JUL-26: File deemed regional upon receipt of initial email referral. Waiting on region to provide final disposition.

" Regional Investigation

PS 19-243 29-Jul-19 "BSO - DISCREDITABLE CONDUCT ON-DUTY

Inappropriate comment made on work cell phone within earshot of the person whom he was describing, ship agent,

STATUS: FOUNDED" Regional Investigation

PS 19-244 30-Jul-19 "BSO & BSO Misuse of Gov
Property

aurait utilisé un véhicule marqué de l'ASFC pour aller conduire qui n'était pas en
service vers le terminal de l'aéroport.

30Oct2019 DG Dossier clos et fondé pour les 2 employés.

" Regional Investigation

PS 19-247 01-Aug-19 "(BSO - - DISCREDITABLE CONDUCT - OFF DUTY

The BSO submitted a hotel claim that had an unknown \$6.00 charge. On 16 Jul 2019, management
questioned the BSO who responded, that he "" bought condoms to party with two dancers."" at the
but indicated later that ""he did not pay for the dancers."""

STATUS: 2019-09-25 Verifications will be completed shortly " Regional Investigation

PS 19-248 01-Aug-19 "I - ACTION CONTRARY TO CBSA
MANDATE/POLICY/REGS

The BSO used explicit language toward Supt.

STATUS: 01 AUG 2019 - Referred to the region.

19Sep2019 DG Rencontre régional: En processus RT au niveau régional.

15Oct2019 DG

Demande de mise à jour envoyé à

" Regional Investigation

PS 19-251 02-Aug-19 "E BSO - 1 ACTION CONTRARY TO CBSA
MANDATE/POLICY/REGS

The BSO entered embarrassing and inappropriate language into a Lookout which was reported to the Director by NTC.

STATUS: 04 OCT 2019 - LR provided a status of founded. Referred to the region.

NEXT STEPS: Close file accordingly." Regional Investigation

PS 19-252 06-Aug-19 "BSO DRUGS INTOXICANT
USAGE

The Warrant Response Centre got a call from : / RCMP advising that a party who identified as a CBSA officer was

Person concerned:

Criminal charges: NIL at this time

Outcome:

Given the fact there are no exact matches in Outlook to the information provided, I'm sending it to Professional Standards at HQ since with the information I have, applicable regional management cannot be identified.

2019-DEC-13: Analysis report sent to region to discuss occurrence with employee and report also sent to PerSec.

2019-DEC-02: Prelim report submitted for approval

2019-OCT-18: Need to contact region to confirm if disclosure was done by employee. PerSec has file ongoing for this individual and will interview.

" Regional Investigation

PS 19-254 07-Aug-19 "\\" BSO HARASSMENT/INTIMIDATION

It was reported to management that BSO had referred a fellow co-worker as ""super gay"".
When confronted by management about her inappropriate comments she indicated that she was going to find out which SBSO was responsible for reporting these inappropriate comments she responded to SBSA's that she had ""called him gay its not like I called him a faggot"", and ""when I find out who said this I am going to wreck them / destroy them"", ""I am going to treat all of you (students) like shit just like everyone else does."""

BSO has submitted a report for management's consideration denying these statements and actions, and is currently scheduled to attend a pre-disciplinary hearing on 2019-Aug-09 for inappropriate behaviour and bullying which is a contravention of the CBSA Code of Conduct. BSO

will have another chance to speak to her side of the interaction at the hearing. At the writing of this report the SBSO's involved do not fear physical harm from BSO and do not believe she is prejudice against the LGBTQ2+ community. However, given BSO statements and actions they believe her actions were inappropriate and represent bullying / harassment in the workplace. Both reviewing managers do not believe BSO 's prejudice, and would not physically attempt to harm a CBSA employee, but we do believe BSO exercised very poor judgement and self control by confronting the SBSO's as she is in a position of control / authority over SBSO's as a substantive BSO.

STATUS: 26 SEP 2019 - Findings report attached to email for PSI referral. Updated the region that the file was going formal. Forwarded findings report approved. Reviewing other witness statements received from the region. Received fact finding documentation from the region. Informed the region that consultation with PSI would need to be conducted before any further actions are taken with the BSO.

NEXT STEPS: Refer to PSI and add emails to file.

STATUS October 18, 2019, NH: File referred back to the region for their action- see email contained in ""final disposition"" heading.

" Regional Investigation

PS 19-256 08-Aug-19 "SUPT DISCREDITABLE CONDUCT ON-DUTY

Complaint from union/member regarding Supt behaviour during a grievance hearing
(bad faith)

2019-DEC-31: Region advised that the file is being finalized asap after the holidays. It seems to be unfounded, but will confirm once employee formally advised.

2019-DEC-30: Sent follow-up email to the region for status

2019-AUG-08: File deemed regional upon receipt of initial email referral.

" Regional Investigation

PS 19-258 08-Aug-19 "BSO DISCREDIBLE CONDUCT OFF DUTY

It is alleged that posted inappropriate comments on Facebook.

STATUS: 2019-10-31 Forwarded to region for further review" Regional Investigation

PS 19-262 09-Aug-19 "Unknown - Misuse of CBSA databases

Supt | - Actions contrary to CBSA mandate...

Plainte recu d'un membre du public disant que des employés de accédés sont profile LinkedIn parce qu'il aurait réprimandé verbalement la surintendante commandantaires innappropriés qu'elle a fait lors d'une panne du système SIED. ont sur des

Status: 13Nov2019 DG Rapport d'analyse envoyé à pour découverte de faits." Regional Investigation

PS 19-266 12-Aug-19 "BSO ACTIONS CONTRARY TO THE
CBSA MANDATE, POLICY AND PROCEDURES / DISCREDITABLE CONDUCT OFF-DUTY

Allegations received that BSO (Also instructor) | has posted intimate photos online of a student BSO that he had a sexual relationship with, further allegations received that BSO | has made inappropriate comments to the complainant and other student BSO's both male and female.

STATUS: 09 SEP 2019 Region is waiting on the vetted report." Regional Investigation

PS 19-268 16-Aug-19 "BSO
AUTHORITY

- ABUSE OF

A complaint from [REDACTED] regarding an incident where BSO [REDACTED] gained access to a cruise ship while on duty to tour the vessel with his son. The operator believes [REDACTED] was not scheduled to work in this area and therefore breached his [REDACTED] established protocols and Transport Canada regulations.

STATUS: 16 AUG 2019 Region is handling the file."

Regional Investigation

PS 19-269 19-Aug-19 "BSO
DUTY

- DISCREDITABLE CONDUCT OFF

Le 18 juillet 2019 l'agent [REDACTED] a informé par courriel qu'il avait été accusé en vertu du à l'égard de son ancienne conjointe. Il est à noter que les événements ont eu lieu dans sa vie privée en dehors des heures et du lieu de travail.

2019-SEPT-26: Same incident reported and linked to PS 19-103

2019-AUG-19: File deemed regional upon receipt of initial email referral. " Regional Investigation

PS 19-270 19-Aug-19 "IO I
MANDATE/REGS/POLICY

- ACTIONS CONTRARY TO CBSA

An email was sent by [REDACTED] Financial Officer, Comptrollership, Operations branch that described Intelligence Officer [REDACTED] had an overdue balance on his BMO Government issued travel card. This email further described that this account had been cancelled and it described recommendations and procedures to repay the dept. Management met with [REDACTED] and a payment plan has been arranged to pay off the credit card. The purchases were all for gas in his personal vehicle.

STATUS: FOUNDED" Regional Investigation

PS 19-271 19-Aug-19 "[REDACTED] BSO - - DISCREDITABLE CONDUCT - ON DUTY

BSO [REDACTED] was rude and disrespectful to the travelling public. This was his 4th complaint.

STATUS: 13 SEP 2019 - LR awaiting results from ECM investigation. Referred to the region.

NEXT STEPS: Awaiting fact finding and disposition documentation.

" Regional Investigation

PS 19-272 19-Aug-19 "BSO

- NEGLECT OF DUTY

While doing a DASCO audit on August 14th 2019 at the [REDACTED], Superintendent, found BSO [REDACTED] firearm in her DASCO with a round still in the chamber (not proved safe) and without a cable lock.

2019-AUG-19: File deemed regional upon receipt of initial email referral. " Regional Investigation

PS 19-274 19-Aug-19 ". BSO - - FRAUD AGAINST CBSA -
MISUSE OF CREDENTIALS

An anonymous complaint was received by the region that indicated that BSO is involved and being investigated by an unknown

Documentation was supplied by the anonymous person to support the allegations and were provided to BSO on 18 Jul 2019.

STATUS: 12 Nov 2019 Transferred to Region to handle." Regional Investigation

PS 19-278 21-Aug-19 "BSO · MISUSE OF SOCIAL NETWORKING
RELATING TO CBSA

- ACTIONS CONTRARY TO CBSA MANDATE/REGS/POLICY

The A/Director and Regional Director General for GTA received identical anonymous packages containing a note ""This constitutes gross misconduct"", pages from the Code of Conduct and Instagram pictures depicting two people at PIL who are posing for the BSO at his counter.

STATUS: FOUNDED" Regional Investigation

PS 19-281 26-Aug-19 "SBSO · Action Contrary to CBSA
Mandate, Policy, Regs.

""The concerns are primarily with SBSO [REDACTED] interactions with the traveller and the traveller's daughter. According to the reports, another SBSO [REDACTED] was attempting to intervene in and resolve the matter and was caught up in the confrontation. Management will also be speaking further with SBSO [REDACTED] to ensure expectations in terms of interactions with colleagues, actions within the view of the public and de-escalation of events is understood. Management is looking to address this matter locally and should you concur, we will keep you apprised as to the disposition of this matter."""

STATUS:

13 Sep 2019: regional update (26 Aug 2019) referred back to region - RLR awaiting identification of mgmt. rep.

26 Aug 2019: file opened as a regional investigation - waiting for results." Regional Investigation
PS 19-282 26-Aug-19 "REGIONAL PROGRAM OFFICER · FRAUD
AGAINST CBSA

The employee is required to report into her manager at the start & end of shift as part of the conditions of the temporary accommodation. The employee is sending emails with two different time stamps indicating the time she has finished her shift.

STATUS: 28 Oct 2019 Region is handling file." Regional Investigation
PS 19-283 26-Aug-19 BSO & SBSO - · NEGLECT OF DUTY

On 25 Jul 2019, both BSO's missed the illicit migration lookout that was a mandatory referral for secondary examination.

STATUS: 18 NOV 2019 - Provided closure notice to the region. Received notification from Manager that FF is not required. Received the disposition of founded from the region but no FF. Supt. has been assigned the file for fact finding. Forwarded DSO approval for CCTV footage to regional LR. Referred to the region.

NEXT STEPS: Close file accordingly.

" Regional Investigation
PS 19-285 26-Aug-19 · - Inland Enforcement - · Action
Contrary to CBSA Mandate, Policy, Regs.

Possible mishandling of a suspicious package (envelope) by CBSA Inland Enforcement Officer I in an IRCC/CBSA shared office.

STATUS:

13 Sep 2019: regional update (27 Aug 2019) RLR discussing with mgmt. - additional reports indicate ee was asked to intervene - anticipated unfounded and will likely be closed.

27 Aug 2019: case opened as a regional investigation - waiting for results.

" Regional Investigation

PS 19-289 03-Sep-19 "BSO - DISCREDITABLE
CONDUCT ON-DUTY

The region received a complaint (against BSO on August 6th 2019. Complainant I alleges that he has been targeted and harassed for the past year by BSO who is rude, entitled and condescending. Complainant says that he has been sent to secondary for an examination 4 times only by

2019-DEC-31: Region advised that the file is closed as they did not proceed with the matter.

2019-SEPT-18: Region is waiting on results of ECM investigation. The report will form basis for fact finding.

2019-SEPT-03: File deemed regional upon receipt of initial email referral. Waiting on disposition from the region to close off accordingly. " Regional Investigation

PS 19-291 03-Sep-19 "BSO MISUSE OF SOCIAL NETWORKING

Employee utilizes a ""handle"" on Facebook, and when using this handle, makes posts that could be perceived as inappropriate, as the comments could be interpreted as being political, racist, and or sexist in nature, contrary to the Code of Conduct. The user of this account could potentially be linked to CBSA.

STATUS: 01 Nov 2019 Transferred to Region." Regional Investigation

PS 19-293 03-Sep-19 " BSO - ACTION CONTRARY TO CBSA
MANDATE/POLICY/REGS

BSO was observed allegedly referring to another co-worker as a ""lying piece of shit"" when they refused to corroborate her complaint against an Acting Superintendent.

STATUS: 09 SEP 2019 - Update from regional LR that indicated that they were waiting for the investigation report. Referred to the region.

NEXT STEPS: Awaiting disposition results." Regional Investigation

PS 19-295 03-Sep-19 "BSO - CRIMINAL ASSOCIATION

A US citizen was examined in secondary. This subject stated he works ; and was up in Canada to visit his second cousin, Through questioning the subject admitted to arranging to move 3-4kgs of cocaine and has had dealings with large amounts of money. When questioned about the subject stated that brother works as a Border Services Officer. When asked how he knew that s a BSJ, the subject stated that the last time he was here(approx. 8 years ago), he went partying with Afterward they were stopped in their car by the police. showed his badge to the Police Officer and the police let them go.

The officer noted that number was in the phone, but the subject had to message his own brother to obtain the phone numbers.

2019-DEC-13: Signed analysis report sent to Region. Waiting on fact finding results.

2019-NOV-27: Prelim report submitted to Manager I for approval.

2019-OCT-18: Prelim review and analysis concluded. Report to be drafted to recommend file return to region for fact finding with employee.

2019-SEPT-03: Preliminary verifications commenced " Regional Investigation

PS 19-296 03-Sep-19 "A/Supt. , - Action Contrary to CBSA
Mandate, Policy, Regs.

Le 1er août dernier, l'employé devait passer son examen linguistique de compréhension de l'écrit dans sa seconde langue officielle, soit le français. Il y a eu une erreur lors de la commande du matériel en ligne par la personne administrant le test et l'employé s'est retrouvé devant du matériel dans sa première langue officielle. L'employée qui administrait le test a pris la peine de confirmer avec que le français était la langue dans lequel il devait s'exécuter, n'ayant elle même pas réalisée son erreur, ce que lui a confirmé. À aucun moment n'a cru bon aviser l'administratrice de l'examen et il a choisi de tout de même, en connaissance de cause pour en avoir discuté avec lui (, procéder à répondre aux questions jusqu'à la complétion de l'examen. L'anomalie a été décelée par conseillère RH, lors de la réception du résultat. Confronté à ce fait admet avoir fait le test en anglais et ne peut expliquer pourquoi il l'a fait. De plus il m'a confirmé savoir qu'il aurait dû aviser au moment de débuter le test. Il a obtenu une exemption dans la circonstance, un résultat que les RH-ASFC se sont assurées de faire invalider au constat de l'anomalie.

STATUS:

19 Sep 2019: regional update - in process with Labour Relations.

04 Sep 2019: file opened as a regional investigation - waiting for results." **Regional Investigation**

PS 19-297 03-Sep-19 "BSO and A/SUP - PAC - MISUSE OF
CBSA DATABASES

I would like to bring this item to the attention of CBSA Managers. I maybe off on the date of this incident by a day or so. This matter is being discussed openly at the port and nobody seems to think that it was wrong to do this.

and were involved in using cbsa data base for personal reasons not related to CBSA matter. The context of this was an officers water bottle was misplaced and cbsa cameras were used to locate the bottle by The supt's and the officer who lost his bottle.

STATUS: 2019-10-07 Sent region email for more info." Regional Investigation

PS 19-305 09-Sep-19 "OIDP - MISUSE OF DUTY
FIREARM

On 2019-08-23, BSO informed Supt. was arming for duty when he noticed that Dasco locker : was open. He who Inventoried the contents of the locker and noted the following:

-Duty firearm was found to be correctly cable locked securely and contained within the plastic storage case

-Three duty magazines were within the locker, loaded with the correct number of duty rounds

-an empty duty round box and a plastic loading device

Upon completing the inventory, Supt. secured Dasco locker He then confirmed that Dasco locker is assigned to OIDP BSO (

Status: 115Oct2019 File closed - Allegation founded

" Regional Investigation

PS 19-307 09-Sep-19 " BSO AND SUPT. - - NEGLECT OF
DUTY

On 01 Sep 2019, during the process of the transfer of an immigration detainee BSO did not maintain care and control to the supervisor, as a result the detainee escaped custody.

STATUS: 29 OCT 2019 - Approval for CCTV footage by CSO. Referred to the region.

NEXT STEPS: Awaiting fact finding and disposition documentation to close file accordingly.

11Dec2019 DG File was re-assigned to |

Email sent to region to inform them.

" Regional Investigation

PS 19-308 09-Sep-19 "BSO - Discreditable Conduct Off-Duty (DUI /
Self disclosed)

""On September 4, 2019, Officer voluntarily disclosed to management that on September 2, 2019
she had been We have asked for
confirmation as to whether Officer and also to be advised of her

This information will be provided to you upon receipt. We would
like to address this matter locally and should you concur, we will keep you apprised as to the disposition
of this matter. Owing to the fact that Officer is a participant in the OIDP, I have copied
representatives of LRCD and Arming so they are aware of this incident.""

STATUS:

09 Sep 2019: file opened as a regional investigation - waiting for results." Regional Investigation

PS 19-309 09-Sep-19 "BSO - Discreditable Conduct On Duty

Letter from member of the public claiming BSO stole \$300 from his vehicle.

Status: 2020-01-15 Emailed region requesting CCTV footage and update on file." Regional
Investigation

PS 19-310 10-Sep-19 " - ACTIONS CONTRARY TO CBSA MANDATE,
POLICY AND PROCEDURES

Improper storage of fire arm.

Regional file. " Regional Investigation

PS 19-313 13-Sep-19 " - MISUSE OF CBSA DATABASE (CPIC)

BSO queried his neighbour (who allegedly assaulted him) in CPIC for non work-related purposes. Region is requesting additional audits to be performed.

STATUS:

22 Nov 2019: file referred to region - audit results provided waiting for results.

08 Nov 2018: advised the region that I am waiting for approval to transfer to the region - analysis report was submitted.

22 Oct 2019: submitted IBQ, ICES, ICS and ORS/IMS audit request for a specific name." Regional
Investigation

PS 19-315 13-Sep-19 "CLERK - ACTIONS CONTRARY TO CBSA
MANDATE POLICY AND PROCEDURES

POSSIBLE DELETION OF EMAILS AFTER RECEIPT OF ATIP

2019-OCT-10: The file was referred back to the region earlier this week as Emily from LR indicated that the region had already proceeded with a fact-finding." Regional Investigation

PS 19-319 18-Sep-19 "BSO - UNAUTHORIZED DISCLOSURE

Allegation received that | made an unauthorized disclosure to

STATUS: 09 Dec 2019 Transferred to Region" Regional Investigation

PS 19-320 18-Sep-19 "ENFORCEMENT LIASON OFFICER
MISUSE OF CBSA DATABASE - SELF DISCLOSURE,

ELO self-disclosed that she conducted an unauthorized query in a CBSA database - ICS/Traveller History.

STATUS:

30 Oct 2019: all audits negative - file referred to region.

24 Oct 2019: region advises they are already processing this file.

23 Oct 2019: sent audit request for IBQ, ICES, ICS and ORS/IMS." Regional Investigation

PS 19-322 18-Sep-19 "OIDP - Neglect of duty

OIDP has advised management that she will not be attending work as scheduled/directed.

Status: 20Sep2019 DG Regional file.

16Oct2019 DG Branden informed us that on 2019 OCT 03 - RLR follow up with management October 1st. BSO made statements about having a toxic work environment and that she had requested leave for the AWOL days in question - management requested and was awaiting further information from the BSO on this, but nothing has been provided. Management will be proceeding with fact-finding. Chief is assigned. " Regional Investigation

PS 19-326 24-Sep-19 "BSO - CONFLICT OF INTEREST (FAILURE TO PROVIDE A COIR)

OSINT indicated that was employed as a and responsible for and has allegedly since

There is no physical evidence on file to date to support that ever declared his outside work activities as a Although he indicated that he notified his A/Chief and District Director at the time,

STATUS: 22 NOV 2019 - Conducted OSINT. Reviewed Appeal document. Reviewed mailbox capture. Reviewed news feeds.

NEXT STEPS: Compile findings for review and approval.

" Regional Investigation

PS 19-328 24-Sep-19 "BSO - NEGLECT OF DUTY

Situation en lien avec le comportement inapproprié d'un agent n'ayant pas référé un voyageur visé par une cible du CNC le 04 septembre 2019. L'événement implique l'agent de l'aéroport

Status:02Jan2020 DG CLIFFORD m'informe que le dossier est fondé et clos." Regional Investigation

PS 19-329 24-Sep-19 "BSO - ACTIONS CONTRARY TO CBSA MANDATE, POLICY, REGS

Allegation received that BSO wrote a remark with inappropriate remarks (about IRCC) in a traveler's profile. " Regional Investigation

PS 19-331 27-Sep-19 "BSO - ACTION CONTRARY TO CBSA POLICY

On August 27, 2019 at 16:10 hours BSO arrived at work 15 minutes late for his shift.

2020-JAN-03: Advised by the region that the file was deemed founded. File closed off.

2019-SEPT-30: File deemed regional upon receipt of initial email referral. Region to deal with matter locally." Regional Investigation

PS 19-333 27-Sep-19 "BSO ACTIONS CONTRARY TO CBSA MANDATE, POLICY, REGS (UNPROFESSIONAL)

Member of the public complaining about her interaction she had with BSO . She claims he was rude and unprofessional." Regional Investigation

PS 19-337 03-Oct-19 "SUPT - ACTIONS CONTRARY TO CBSA MANDATE, POLICY, REGS

Cross ref file PS 19-266 --> information received that management (Sups and Chiefs) were aware of some of the incidents that occurred in the workplace (name calling/showing pictures) and took no action.

interviews with supers and chiefs have been conducted by region.

CROSS REF FILES : PS 19-266, PS 19-338 AND PS 19-339

" Regional Investigation

PS 19-338 07-Oct-19 "SUPT
MANDATE, POLICY AND REGS - ACTIONS CONTRARY TO CBSA

Cross ref file PS 19-266 --> information received that management (Sups and Chiefs) were aware of some of the incidents that occurred in the workplace (name calling/showing pictures) and took no action.

interviews with supers and chiefs have been conducted by region.

" Regional Investigation

PS 19-339 07-Oct-19 "CHIEF
MANDATE, POLICY AND REGS - ACTIONS CONTRARY TO CBSA

Cross ref file PS 19-266 --> information received that management (Sups and Chiefs) were aware of some of the incidents that occurred in the workplace (name calling/showing pictures) and took no action.

interviews with supers and chiefs have been conducted by region.

" Regional Investigation

PS 19-341 07-Oct-19 "BSO
SECURE FIREARM/DEFENSIVE EQUIPMENT) - NEGLECT OF DUTY (FAILURE TO

A BSO reported to management that they discovered a loaded firearm magazine (clip) sitting on the counter in the DASCO room.

08 Oct 2019: Case opened as a regional investigation only - waiting for results." Regional Investigation

PS 19-342 07-Oct-19 "BSO - UNAUTHORIZED DISCLOSURE /
ACTIONS CONTRARY TO CBSA MANDATE, POLICY, REGS

An allegation was received that BSO sent an email from his personal email account, to his Superintendent which contained traveler info and UCI's.

Status: 30Oct2019 DG Emails that could be of interest sent to region.

" Regional Investigation

PS 19-344 07-Oct-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS

An referral was received that BSO made a comment to a traveller that ""she didn't look jewish because she didn't have a big nose"" {translated from French. and one other of similar nature.

BSO has admitted to making the comments.

File to be handled regionally.

*Please add Port location to Respondent profile." Regional Investigation

PS 19-345 07-Oct-19 "BSO - NEGLECT OF DUTY (MISSED
LOOKOUT)

An allegation has been received that BSO missed a lookout (96% hit in ICES).

STATUS:

07 Nov 2019: Forwarded ICES (trav. hist and lookout) findings to region with request to be kept informed of outcome - waiting for results.

24 Oct 2019: request for additional information/details was sent to region." Regional Investigation

PS 19-347 08-Oct-19 "SENIOR ATIP ANALYST - FRAUD AGAINST CBSA

An allegation has been received that in a 24 day period Senior Atip Analyst has 46.74 hours that are unaccounted / not worked.

09Oct2019 DG File regional.

" Regional Investigation

PS 19-349 11-Oct-19 "BSO - DISCREDITABLE CONDUCT OFF-DUTY

BSO J. Reagh at Pac Highway Traffic Operations reports on October 6th, 2019 an incident occurring August 27th with off-duty BSO and his behaviour towards her during his return to Canada with his family and use of NEXUS lane.

""Overall I feel that I feel that was out of line and, and was trying to his position of authority to circumvent the Nexus program. I also felt his behaviour towards myself was very unprofessional, very unnecessarily aggressive, and he made an attempt to intimidate me in order to downplay his actions.""
At this time, the complainant BSO does not wish to advance to formal levels in the complaint process but wanted this noted. Management would like to investigate this locally.

2019-OCT-17: File deemed regional upon receipt of initial email referral.

" Regional Investigation

PS 19-354 15-Oct-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE, POLCIY, REGS

Information received demonstrating that BSO engaged in a social media ""fight"" with another individual, and that there were threats of physical violence.

STATUS: 13 DEC 2019 Transferred to Region " Regional Investigation

PS 19-355 15-Oct-19 "SUPERVISOR - ACTIONS CONTRARY TO CBSA MANDATE,
POLICY REGS

SUPERVISOR involved (observer? posted photo?) in a Facebook ""fight"" a BSO and member of the public. The ""fight"" appears to have included physical threats of violence.

STATUS: 13 DEC 2019 Transferred to the region." Regional Investigation
PS 19-357 15-Oct-19 "BSO - MISUSE OF SOCIAL NETWORKING
RELATED TO CBSA / ACTIONS CONTRARY TO CBSA MANDATE, POLICY REGS

On 23 Sep 2019 at 2340 hours, BSO sent a traveler an Instagram request shortly after he had processed her at PIL.

STATUS: 14 JAN 2019 - Referred to the region. Forwarded findings report to Manager for R/A. No CCTV footage available. Conducted OSINT- no Instagram account found for BSO. CCTV footage approved from CSO.

NEXT STEPS: Awaiting disposition.

" Regional Investigation
PS 19-361 18-Oct-19 "BSO - NEGLECT OF DUTY

Information received that BSO failed to attend his annual qualification for firearm and did not provide notice for his absence. This event happened subsequent to previous discipline that was rendered against him for a similar incident where he did not report for duty and failed to notify management about his absence.

STATUS: 21 OCT 19 Waiting on fact-finding from region." Regional Investigation
PS 19-364 18-Oct-19 "SBSO - NEGLECT OF DUTY

Information received that BSO missed a lookout while working point.

STATUS: 21 OCT 19 " Regional Investigation
PS 19-366 18-Oct-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE, POLICY, REGS

Information received that BSO failed to secure their CBSA stamp and defensive equipment.

STATUS:

21 Oct 2019: file opened as a regional investigation - waiting for results." Regional Investigation
PS 19-370 24-Oct-19 "BSO - NEGLECT OF DUTY

On October 12th 2019, I, Superintendent (Supt) was advised by Border Services Officer (BSO) that he had processed a group of travellers in secondary. The travellers were referred for a mandatory examination for a system lookout and to process a declared taser. BSO advised me in private that he was the secondary officer of this referral and he released the traveller without taking any action with the taser. He advised me that he forgot to action the declared taser and was focused on processing the lookout portion of the examination.

STATUS:

24 Oct 2019: File opened as a regional investigation only - waiting for results." Regional Investigation
PS 19-371 24-Oct-19 "BSO - NEGLECT OF DUTY

The BSO did not process a lookout according to CBSA policy and procedures. BSO did not follow the instructions on the lookout to do a secondary exam.

STATUS: Region is handling the file." Regional Investigation

PS 19-374 29-Oct-19 " MISUSE OF DUTY
FIREARM/DUTY SPRAY

""Allegation concerns the manner in which Officer secured his defensive equipment [including his duty firearm and OC spray] during the performance of a contract monitoring exercise of G4S on October 8, 2019."""

STATUS:

30 Oct 2019: file opened as a regional investigation only - waiting for results." Regional Investigation
PS 19-383 01-Nov-19 "BSO - SELF-DISCLOSURE

BSO self disclosed that occurred on October 8, 2019.

2019-DEC-13: Inquired with region if the employee has provided outcome of his court appearance.

Also advised region that Moving forward, the file can proceed locally with management in consultation with LR. We ask that we be provided with the final disposition we that we can close off that matter from our end.

Thank you,

Status: 2019-NOV-06: BSO was given an ""
"" for November 20, 2019 at the
""Driving while Impaired"".

2019-NOV-06: Court scheduled for Nov. 20th 2019." Regional Investigation

PS 19-387 06-Nov-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE, POLICY, REGS (FAILURE TO SECURE STAMP)

It is alleged that . left his POE stamp on a desk unsecured." Regional Investigation

PS 19-390 06-Nov-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS (PUBLIC COMPLAINT)

Member of the public submitted a complaint against BSO for mistreatment after undeclared goods were part of a seizure.

2019-NOV-13: File deemed regional upon receipt of initial email referral. " Regional Investigation

PS 19-391 06-Nov-19 "INLAND ENFORCEMENT OFFICER -
| INSUBORDINATION / ACTIONS CONTRARY TO CBSA MANDATE POLICY REGS (ALLEGEDLY
ORGANIZING OTHER TO BE INSUBORDINATE)

"" is currently conducting an officer conduct investigation involving Inland Enforcement Officer alleging insubordination toward his manager (Manager and that IEO may have initiated a campaign with his Inland Enforcement colleagues to solicit and coordinate insubordinate behaviour in the workplace between October 17, 2019 and October 19, 2019. As SOR has initiated its LR investigation, a review of IEO , personal mailbox is requested.""

STATUS:

12 Dec 2019: transferred to region - waiting for results

12 Nov 2019: start reviewing mailbox and H:\drive

07 Nov 2019: as per region's request, I requested mailbox and H:\drive (for .pst files) for review."
Regional Investigation

PS 19-393 06-Nov-19 "BSI - UNAUTHORIZED

COMMENT

The Instructor continued to ask and laugh about the description an injured officer gave during defence techniques training. The BSI insinuated that the female officer was performing a sexual act at the time of her injury.

STATUS: 07 NOV 2019 Region is handling the file." Regional Investigation

PS 19-394 06-Nov-19 "BSO ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS (INAPPROPRIATE COMMENT)

The matter is in regards to the content of BSC email to the
upon completion of the online Preventing Racial Profiling at the Frontline Training. The recipients of the email took offense to the content and that statements were provided. LR had been consulted.

Status 08Nov2019 Regional file.

" Regional Investigation

PS 19-395 06-Nov-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS (UNPROFESSIONAL)

Member of the public submitted a complaint against BSO regarding his unprofessional conduct (rude, aggressive tone).

2019-NOV-13: File deemed regional upon receipt of initial email referral." Regional Investigation

PS 19-397 07-Nov-19 "REGIONAL PROGRAM OFFICER
ACTIONS CONTRARY TO CBSA MANDATE POLICY REGS

was present when her friend under evaluated an item at the border but she never advised the involved BSO or Supt that she was a CBSA employee (works at the NEXUS office).

Status: 2019-12-10 Region will be conducting Fact Finding with employee" Regional Investigation

PS 19-403 13-Nov-19 "A/SUPERINTENDENT
TO CBSA MANDATE POLICY REGS (UNLOCKED DASCO) - ACTIONS CONTRARY

BSO left her DASCO open with unloaded firearm in it.

Status: 21Nov2019 DG Regional file." Regional Investigation

PS 19-406 20-Nov-19 " NEGLECT OF DUTY

The Traveller Service Representative(TSR) left her assigned work position prior to the end of her shift without authorized leave.

STATUS: 21 Nov 2019 Region is handling the file." Regional Investigation

PS 19-409 21-Nov-19 BSO - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS Regional Investigation

PS 19-410 21-Nov-19 "IO ACTIONS CONTRARY
TO CBSA MANDATE POLICY REGS

The incident is resulting out of a pocket dial where the complainant heard a conversation between the Intelligence Officer and a BSO which the complaint found to be unprofessional. The complainant feels that she was harassed and bullied.

STATUS:

22 Nov 2019: file opened as a regional investigation - waiting for results." **Regional Investigation**

PS 19-422 02-Dec-19 "BSO
Lookout) Neglect of Duty (Missed

On 03 Dec 2019, the Security and Professional Standards Section received a referral: ""3 lookouts on 1 individual - 1 (want/warrant) acquitted in ICES and 2 (want/warrant + firearms) were not acquitted in ICES. Local management requests to handle the file""

STATUS:

03 Dec 2019: file opened as a regional investigation only - waiting for results.

" Regional Investigation

PS 19-425 02-Dec-19 "BSO - NEGLECT OF DUTY

While assigned to the point position the BSO missed referring a traveller who had ""redboxed"" at a PIK terminal and was coded accordingly. The enforcement flag was due to a previous seizure in October 2019 for cookies containing cannabis.

STATUS: 02 DEC 2019 Region is handling the file." Regional Investigation

PS 19-426 05-Dec-19 "BSO - MISUSE OF CBSA DATABASE/SELF-DISCLOSURE

BSO [REDACTED] was made aware that her half brother had mentioned her name during an incident at the Border. Before meeting her Chief to explain the situation, BSO [REDACTED] queried the incident in ICES and printed the narrative report to discuss. Chief [REDACTED] advised her that she should not have looked at the incident in ICES." [REDACTED] Regional Investigation

PS 19-428 05-Dec-19 "BSO - ACTIONS CONTRARY TO CBSA MANDATE
POLICY REGS

The BSO walked in the Supt. office and began speaking in a heavy and exaggerated eastern Indian accent. Supt. [REDACTED] responded with the same accent. [REDACTED] then proceeded to tell those in the office how he insulted another employee of Indian decent by insulting him in his mother tongue.

STATUS: Region is handling the file." Regional Investigation

PS 19-429 05-Dec-19 "SUPERINTENDENT - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS

BSO walked in the Supt. office and began speaking in a heavy and exaggerated eastern Indian accent. Supt. responded with the same accent. then proceeded to tell those in the office how he insulted another employee of Indian decent by insulting him in his mother tongue.

STATUS: Region is handling the file." Regional Investigation

PS 19-431 09-Dec-19 "BSO NEGLECT OF DUTY (MISSED LOOKOUT)

Cross Ref:

- PS 19-253 - Missed lookout (preliminary review)
- PS 19-381 - Missed Lookout (referred to region)" Regional Investigation

PS 19-432 10-Dec-19 "ENFORCEMENT ASSISTANT
EIOD - ACTIONS CONTRARY TO CBSA MANDATE POLICY REGS (TIME FRAUD)

Employee denies going on a trip to Las Vegas while on approved sick-leave. Request from Region to use IBQ for travel history denied.

STATUS:

12 Dec 2019: file opened as a regional investigation - waiting for results." Regional Investigation

PS 19-442 20-Dec-19 "Agent - Actions contrary to CBSA
Mandate, Policy, Regulations

L'employé et deux collègues ont perdu le contrôle et verbalement insulté et manqué de respect envers un surintendant lors d'une rencontre santé et sécurité se tenant le 21 novembre 2019.

Status: 20Dec2019 DG Dossier reçu et enregistré comme régional.

10Jan2020 Duplication of file PS 09-021 - File closed

13Jan2020 DG confirment que ces dossiers ne sont pas des duplicates de PS 19-219 et qu'ils doivent rester ouvert.

" Regional Investigation

PS 19-443 20-Dec-19 "BSO - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS

L'employé et deux collègues ont perdu le contrôle et verbalement insulté et manqué de respect envers un surintendant lors d'une rencontre santé et sécurité se tenant le 21 novembre 2019.

20Dec2019 DG Dossier reçu et enregistré comme régional.

10Jan2020 Duplication of file PS 09-021 - File closed

13Jan2020 DG : confirment que ceci n'est pas un duplicata de PS 19-219 et qu'il doit rester ouvert.

" Regional Investigation

PS 19-448 20-Dec-19 ' NEGLECT OF DUTY

Displayed a pattern of behaviors that is neglectful of what he is scheduled for (shift, meal breaks, etc.)

Region requested to handle locally.

2019-DEC-23: File deemed regional upon receipt of initial email referral from Manager Hoszko. "
Regional Investigation

PS 19-450 20-Dec-19 - ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS/ MISUSE OF DELEGATION Regional Investigation

PS 20-003 07-Jan-20 ' ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS (LOST AMMUNITION)

c'est appercu qu'il lui manquait un porte-chargeur. L'hypothèse la plus probable est que le porte-chargeur de type ""clip"" pourrait être tombé de sa ceinture lors de l'opération route du 12-12-2019. A noter que le sujet rechercher était un sujet a haut risque et que l'agent était très concentrer le sujet.

Status: Un dossier régional." Regional Investigation

07-Jan-20 "SUP · ACTIONS CONTRARY TO CBSA
MANDATE POLICY REGS (SPEEDING IN CBSA VEHICLE)

On December 18th, the [REDACTED] about someone speeding in a CBSA marked vehicle. This was more of a courtesy call. He informed her that someone in an agency vehicle was speeding on the highway between [REDACTED]

It is actually a superintendent on a secondment to the POE. I met with the next day. He was aware of the complaint. He has reduced his speed. He is remorseful and agreed he should have known better.

07Jan2020 DG File received and logged as regional.

" Regional Investigation